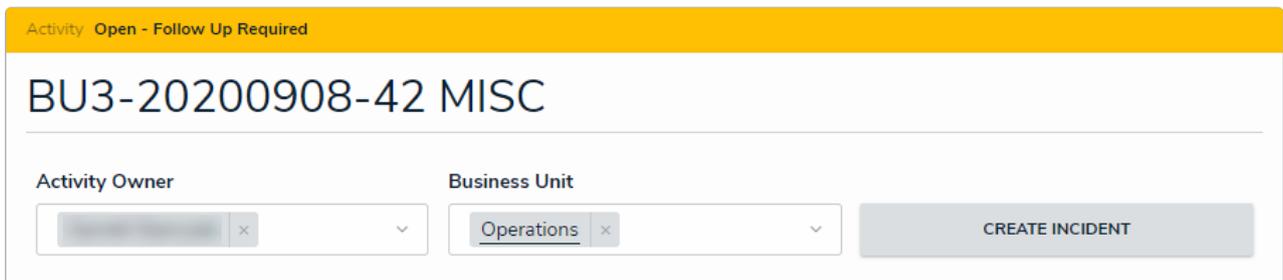


Escalate an Activity

Last Modified on 10/08/2020 1:47 pm EDT

Typically, an activity is escalated to an incident when a non-routine or serious event occurs during that activity. For example, if a missing purse was initially reported as being lost, but was then determined to be stolen, or if a person was loitering around a parking lot was later caught breaking into cars, these activities could be escalated.

Owners assigned to an activity can escalate it by clicking **Create Incident** from the top of an open activity. Doing so will change its status from **Open - Follow Up Required** to **Escalated to Incident**.



The screenshot shows a user interface for an activity. At the top, a yellow banner displays 'Activity Open - Follow Up Required'. Below this, the activity ID 'BU3-20200908-42 MISC' is shown. Underneath, there are two dropdown menus: 'Activity Owner' (with a blurred selection) and 'Business Unit' (with 'Operations' selected). To the right of these dropdowns is a grey button labeled 'CREATE INCIDENT'.

The Create Incident button on an open activity.

Escalated activities can be viewed in the [Completed Activity List](#) report. From here, you can view the form and its data, as well as click on various linked objects to view more details. However, unless you're in a [user group](#) with the additional permissions, you will no longer be able to edit the object and or revert it back to an open activity.

✖

ACT026: Manmade - Disaster

Act-26

Activity Name
ACT026: Manmade - Disaster

Activity
Escalated to Incident

Description

Reported Date/Time
📅 2020-07-22 18:00

Closed Date/Time
📅 2020-07-23 18:00

An escalated incident.

If required, you can keep an activity open, but link it to existing incidents in the **Incidents** section of the open activity form. See the [Incidents](#) article for more information.