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MailReminderHandler

Description

This [handler](#) is used to set the escalation point of the [Node](#). **Offset** is used to determine how long before the end of the [handling time](#) all tasks have to be completed. At the escalation time, every user with an open task on the “escalation node” will receive a mail.

This handler is the means of configuring multiple escalations for a single activity.

Action Class

```
com.dooris.bpm.actionhandler.MailReminderHandler
```

Event Type

node-enter

Action Name

any

Mandatory Fields

none

Parameter

escalationDuration

escalationDuration=VariableName
oder
escalationDuration=VariableName+05

The value for the variable must have the following format: hhmm

If the escalationDuration field is filled, the handling time for the **node** will not be used; rather, the value of the variable given in the escalationDuration is used.

escalationDate

escalationDate=VariableName or ex. 01.01.2014 12:00

The date and time at which the escalation mail should be sent.

Attention: escalationDate is only noted if no escalationDuration is set!

Attention 2: escalationDate is available starting with TIM Version 4.0 or with Hotfix.

escalationDateFormat

escalationDateFormat=Datumsformat in simple date format (i.e. dd.MM.yyyy HH:mm)

Format in which escalationDate is given.

The default value is dd.MM.yyyy HH:mm

escalationMessage

escalationMessage=Text of the escalation mail

May contain **variables**.

escalationSubject

escalationSubject=Subject of the escalation mail

May contain **variables**.

offset

The offset value is given in **hhmm** format, meaning the last two places are given in minutes and the places before that as hours (see also ([example](#)))

The **BusinessCalendar** is used for calculation.

A percentage can also be used for the value.

escalationMailTo

Can be filled with variables, e-mail addresses or expressions. These are separated by commas! Possibilities here include:

- escalationMailTo=variable;
- escalationMailTo=variable1,variable2,group(PM),swimlane(InstanceStarter);
- escalationMailTo=email@adresse.de,variable1,user(pm);

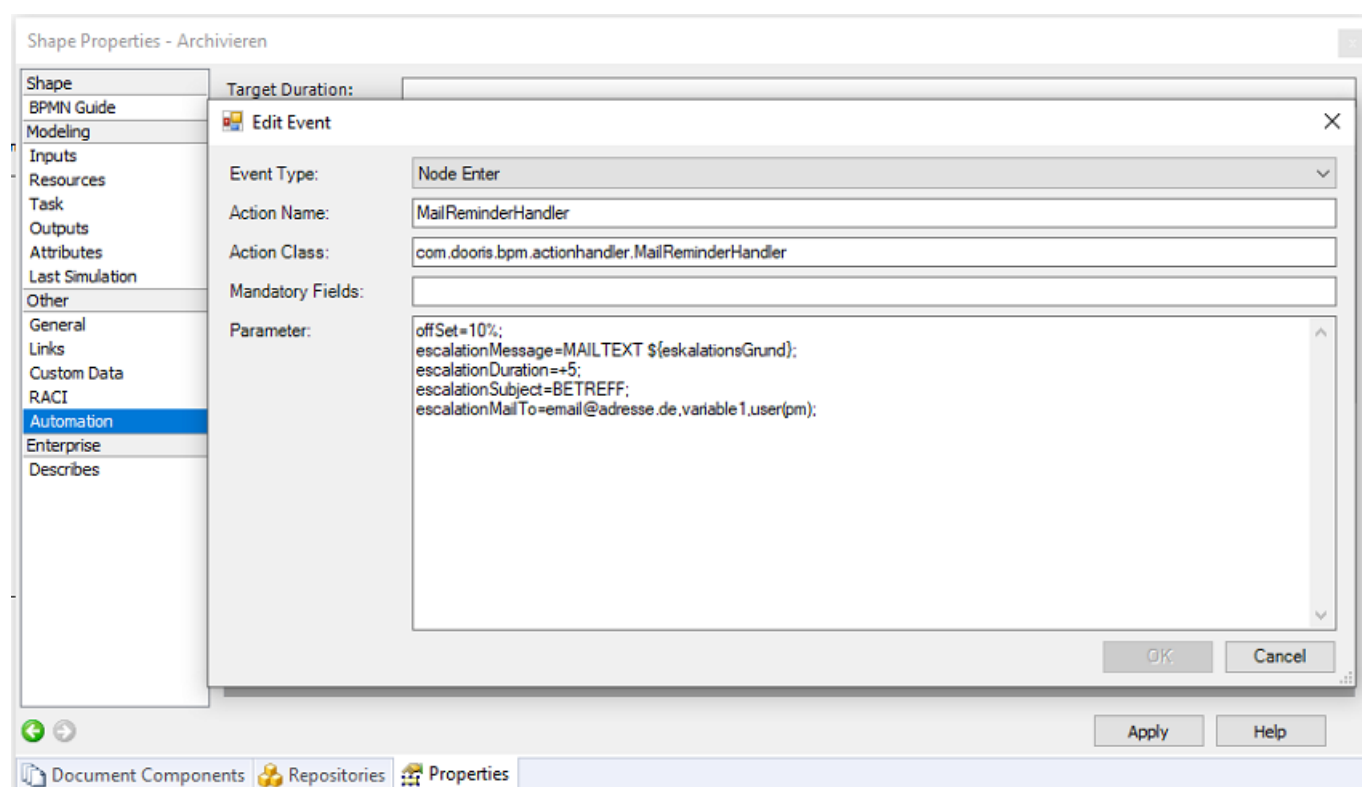
These can be mixed freely.

Attention: In versions prior to TIM version 3.8, only variables can be used!

nodeMail

If set to “true” only one Remindermail is sent per activity. If parameter is not set or set to false, for every task of an activity a reminder is sent.

Example



Dependencies

Timer: [performPastReminders](#)

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