



**Question From Michael:**

I want to receive an email for every work order that is submitted in Maximo. What are the steps of completing this task?

**Our Projetechn Expert Answers:**

There is not one easy answer to this and depending on the version of Maximo you are using you may not have this functionality. But here's the short answer...Escalation! Create an Escalation that searches for Work Orders in a given status. The most obvious is WAPPR but you may want to create a specific status for this effort. Create a Communication Template that can be used for the Escalation's Notification function. Depending on your setup, you may also need to enable Cron Tasks. Use the Help for these applications for step-by-step instructions. Caution: Escalations can be set in minutes and seconds but the more often the escalation is triggered, the slower your system will run.