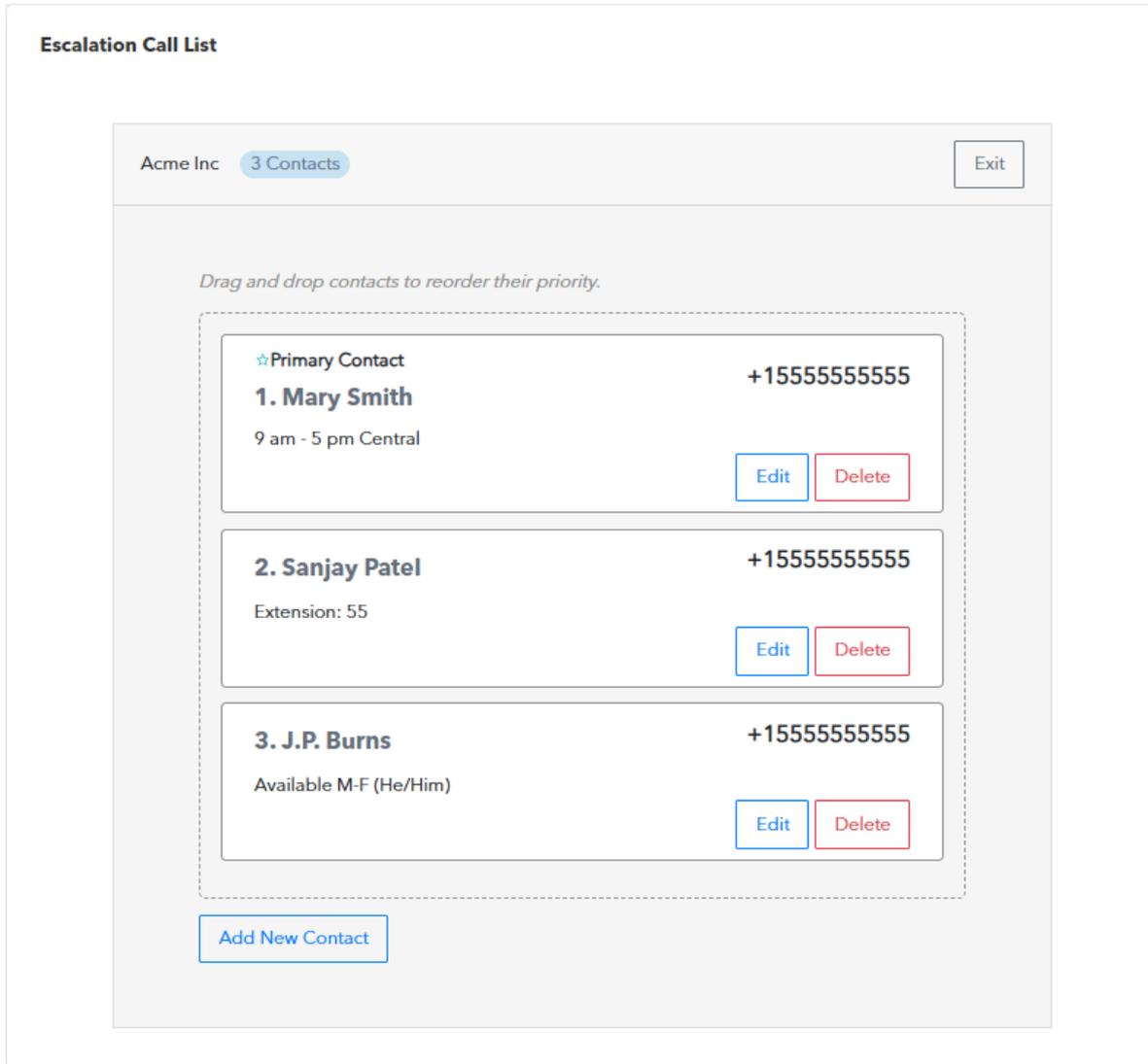


## Working with the Escalation Call List

<https://campus.barracuda.com/doc/38582/>



The screenshot shows the 'Escalation Call List' interface for 'Acme Inc'. At the top, it indicates '3 Contacts' and has an 'Exit' button. Below this, a dashed box contains three contact entries, each with an 'Edit' and 'Delete' button. The first entry is '1. Mary Smith' with phone number '+1555555555' and availability '9 am - 5 pm Central'. The second is '2. Sanjay Patel' with phone number '+1555555555' and 'Extension: 55'. The third is '3. J.P. Burns' with phone number '+1555555555' and 'Available M-F (He/Him)'. An 'Add New Contact' button is located at the bottom left of the list area.

The escalation call list is a list of phone numbers that Barracuda XDR SOC will call if a high-impact alert is detected.

If a high-impact alert is detected, the XDR SOC calls the numbers according to the order they are displayed on this page. Each account can have its own custom call list, but it is more common to have the same contacts for all customers.

We recommend adding 5 or fewer contacts to this list, focusing on the most relevant contacts.

### Using the Notes field

You can use the notes field to add additional useful information. We suggest using the notes field for information that would be useful to the XDR SOC trying to contact the user, such as:

- To specify shifts or business hours. For example, “M-F 9 am-5 pm Pacific” or “Nights & weekends”.
- To supply instructions. For example, “Try each above number. If no response, leave a voicemail at this one.”
- To add additional details about people, such as title or role.

### To add a number to the escalation call list

1. In XDR Dashboard, click **Administration > Escalation Call List**.
2. Click **Add New Contact**.
3. Type the full name of the contact.  
**NOTE** It can also be useful to include the contact’s title or role.
4. Type the contact’s phone number, including the country code.
5. Type any notes you think might be useful.
6. Select a ranking number for the contact.  
**NOTE** If you don’t select a rank, the contact is added to the bottom of the list.
7. Click **Add Contact**.

### To edit a contact

1. In XDR Dashboard, click **Administration > Escalation Call List**.
2. Click **Edit Contacts**.
3. On the card of the contact you want to edit, click **Edit**.
4. Make your changes.
5. Click **Save**.
6. Click **Exit**.

### To reorder contacts

1. In XDR Dashboard, click **Administration > Escalation Call List**.
2. Click **Edit Contacts**.
3. Drag the contact cards until they are in your desired order.
4. Click **Save**.
5. Click **Exit**.

### To delete a contact

1. In XDR Dashboard, click **Administration > Escalation Call List**.
2. Click **Edit Contacts**.
3. On the card of the contact you want to delete, click **Delete**.
4. Click **Confirm**.
5. Click **Exit**.



## Figures

### 1. EscalationCallList.png

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