Deskpro

Add option to "Ticket Changed Trigger" (at department level) to remove all existing SLAs assigned from previous department. Report

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- اسم المنتدى: #Feature Request

We have SLAs assigned by department. Right now I have to configure a Ticket Changed Trigger at every department (dozens) to remove all other possible SLAs (every SLA not associated with the endstate department that the ticket is being transferred to.. one at a time) that the ticket may have been assigned to. This requires adding any new SLAs created, to every department, every time, as well. It would be nice to have a single 'Remove all existing SLAs' option.