Next reply time on an SLA Collecting Feedback

- ND Niall Dunphy
- **اسم المنتدى:** Feature Request#

It would be useful if there was a next reply time SLA.

Currently the timing on the SLA types all run from when a ticket enters the system.

It would be helpful though if you could , for example, set a first reply time of 1 hour and then a next reply time of 6 hours.

So when a ticket is created the agent has an hour to send the initial response.

If the user then responds the agent has six hours to send his next response.

If the user then responds again the timer is reset so the agent has another six hours to send that response and so on.

تعليقات (٤)

BG **Ben Gooch**

منذ 6 سنوات

We would like 'Next reply time' to be added as an SLA option. Currently there are the resolution SLA types and the first reply time. However we would like to be able to use SLAs to ensure that replies other than the the first reply are sent in a timely manner after the customer's response.

PM **Prashant Maheshwari**

منذ 8 سنوات

We are in B2B and need to be able to address to customer email in 6 hours, we may or maynot resolve the issues since queries can take up to 2-3 months to finalize. SLA based on last reply by agent is requested

ZW **Zachery Woods**

منذ 4 سنوات

Also hoping to see this sooner rather than later!

Javier Casares

منذ 9 أشهر

What Ben Gooch said, I think it's already available but the request itself would be really nice as we agree on a first time response SLA, but it's not the same for the next messages. Now you only have the option to keep the same reply window or don't have any at all.