Separate SLAs in Ticket overview Collecting Feedback

- MW Michael W.
- **اسم المنتدى:** #Feature Request

Please don't output all SLAs of a Ticket as one string, but rather use a comma to separate them.

تعليق (1)

DS **Daniela Stubbs**

منذ 3 سنوات

Currently there are three resolution SLA types, however, none of these are sufficient. We would like to be able to use SLAs to ensure that replies, other than the first reply, are sent in a timely manner after the customer's response. SLAs must start each time the tickets come back in our queue.