



<u>Feature Request</u> > <u>SLA is completed only when the second agent</u> < <u>مركز المساعدة</u> > <u>response when an agent creates a ticket</u>

SLA is completed only when the second agent response when an agent creates a ticket Collecting Feedback

Christine Loh •

• اسم المنتدى: #Feature Request

For the ticket created by the agent, it will be good to have the option where the sla meet/completed only when the second response from the agent is sent. Right now SLA is met .when the ticket is created by an agent