

## SLA Filters: set a default view Collecting Feedback

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Feature Request# [اسم المنتدى](#) •

We would like the SLA views to hold a default of being grouped by department, is it possible to add this to the  
:Filters available for the SLAs

ProfileSignatureTicket NotificationsNotificationsMacrosFiltersSLAs

Filter SLA results: Show all matching tickets

SLAsType

Show all matching tickets

Show only tickets assigned to me

Show only tickets assigned to my team

Warning

Failure

Hide

FirstTime

SecondTime until ticket resolution (Default working hours)

ThirdUser waiting time until ticket resolution (Default working hours)

Hide

Hide

Hide