

?Is time counted from when an SLA is applied

Admin - (1) تعليق - Ben Henley - 2023-08-24

:Question

I have created a manually applied SLA that counts time until ticket resolution. Is that time counted from the point when the ticket was created, or when the SLA was applied to the ticket?

:Answer

SLA time is always counted from when the ticket was created regardless of how it was applied.

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C Chris

منذ 9 سنوات

It would be a massive PLUS if there was an option to have the SLA timer start when the SLA is applied to a ticket with a trigger rather than starting to tick from the time the ticket was updated. This feature will enable us to apply SLAs on replies, and not just initial tickets.