Is time counted from when an SLA is applied?

Ben Henley - 2023-08-24 - [Σχόλιο (1)](#) - [Admin](#)

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.

Σχόλιο (1)

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C **Chris**
πριν από 10 χρόνια
It would be a massive PLUS if there was an option to hav 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.