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When two tickets are merged, "merge this" ticket still keeps its own SLA Declined

- Nik Kov
- **Forum name:** #Bug Report

When merging two tickets, the "merge this" ticket doesn't take on the primary ticket's SLA and if an email alert is set for an SLA violation you receive an email for the "merge this" ticket.

Comments (2)

Nik Kov

3 years ago

When merging two tickets, the "merge this" ticket keeps its SLA, so when you have emails set to send SLA violations an email still goes out even though the primary ticket's SLA is completed.

Christopher Padfield

3 years ago

This is by design. If you don't want both SLAs on a ticket after merge, you would need to delete one.