



 $\underline{\text{Help Center} > \text{Community} > \text{Feature Request} > \underline{\text{SLA}} \text{ is completed only when the second agent response when } \\ \underline{\text{an agent creates a ticket}}$ 

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

• CL Christine Loh

• Forum name: #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.