Add more SLA details into the display options in the ticket list. Collecting Feedback

- Ahmad Sahrizal
- **Forum name:** #Feature Request

In the ticket view column it would be great if you could display more detail on the SLAs.

Currently you can display the SLA title but it isn't possible to show the status or the time until it fails.

This would be helpful to agents for organising their work

Comment (1)

Michael W.

6 years ago

DeskPros SLA features a nice and flexible. What I would wish though, would be the possibility to have a column in the ticket lists, when the next SLA limit of a ticket will be breached. Also this value would be nice to see more prominently in the ticket view.

I have attached examples how JIRA and zendesk have solved this.