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More control over SLA alerts Collecting Feedback

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Forum name: #Feature Request •

The SLA alerting in Deskpro is excellent but, in my opinion, not quite good enough to replace something like PagerDuty. I suggest the following changes that, for us, would remove the need to have an (expensive) third party on-call system like PagerDuty: - The ability to add more intervals between 'warning' and 'failed' in Deskpro. For example, for a 1 hour SLA, it would be helpful to have one alert when it is received, another after 15 minutes, another after 30 minutes and so on. The ability to trigger an SLA alert only at certain times of the day .or days of the week