



<u>Feature Request</u> > <u>SLA is completed only when the</u> < <u>انتقادات و پیشنهادات > Help Center</u> second agent response when an agent creates a ticket

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

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