

?Is time counted from when an SLA is applied

Ben Henley - 2023-08-24 - Comment (1) - Admin

:Question

I have created a manually applied SLA that counts time until ticket resolution. Is that time counted from the point when the ticket was created, or when the SLA was applied to the ?ticket

:Answer

SLA time is always counted from when the ticket was created regardless of how it was .applied

(Comment (1

(Comment (1

Chris

9 سال پیش

It would be a massive PLUS if there was an option to hav the SLA timer start when the SLA is applied to a ticket with a trigger rather than starting to tick from the time the ticket was .updated. This feature will enable us to apply SLAs on replies, and not just initial tickets