Deskpro

[Help Center](#) > [Community](#) > [Feature Request](#) > [SLA is completed only when the 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.