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SLA Filters: set a default view Collecting Feedback





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- **Fórum neve:** #Feature Request

We would like the SLA views to hold a default of being grouped by department, is it possible to add this to the Filters available for the SLAs:

Profile    Signature    Ticket Notifications    Notifications    Macros    Filters    SLAs    

Filter SLA results: Show all matching tickets 

SLAs	Type	Warning	Failure	Hide 
First	Time			<input type="checkbox"/> Hide
Second	Time until ticket resolution (Default working hours)			<input type="checkbox"/> Hide
Third	User waiting time until ticket resolution (Default working hours)			<input type="checkbox"/> Hide