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Separate SLAs in Ticket overview Collecting Feedback

- Michael W.
- **Nome del forum:** #Feature Request

Please don't output all SLAs of a Ticket as one string, but rather use a comma to separate them.

Commento (1)

Daniela Stubbs

1 anno fa

Currently there are three resolution SLA types, however, none of these are sufficient. We would like to be able to use SLAs to ensure that replies, other than the first reply, are sent in a timely manner after the customer's response. SLAs must start each time the tickets come back in our queue.