Ability to pause an SLA Finished

- Azeem Javed
- **Foruma nosaukums:** #Feature Request

1. At minimum the Pending status should pause the SLA.
2. At best: the flexibility to allow customisation to choose when to start and stop SLA time count.

Comments (3)

Earene Lee

5 years ago

Currently SLA's once setup need to be completed deleted or set to manually apply if it is no longer required either permanently or temporarily.

In certain circumstances, we are finding that we may need to 'suspend' the SLA for a certain period of time. It would be good to be able to have the ability to Enable or Disable as required (instead of having to change the method of 'applying' to Manual and then having to recreate all the rules to apply again)

Joël Messas

3 years ago

What about just "exluding" some status from the SLA time count? We could chose for example some "pending" status of event the "waiting for user" status...

Matthew Wray

3 years ago

We have now added an option to exclude Pending statuses from SLAs where required. You can read more about this below:

https://support.deskpro.com/en-GB/news/posts/control-whether-pending-status-is-counted-in-slas-and-ticket-waiting-times