

## 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.

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**Chris**

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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.