



<u>Help Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>SLA is completed only when the second agent response when an agent creates a ticket</u>

SLA is completed only when the second agent response when an agent creates a ticket Collecting Feedback

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- 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.