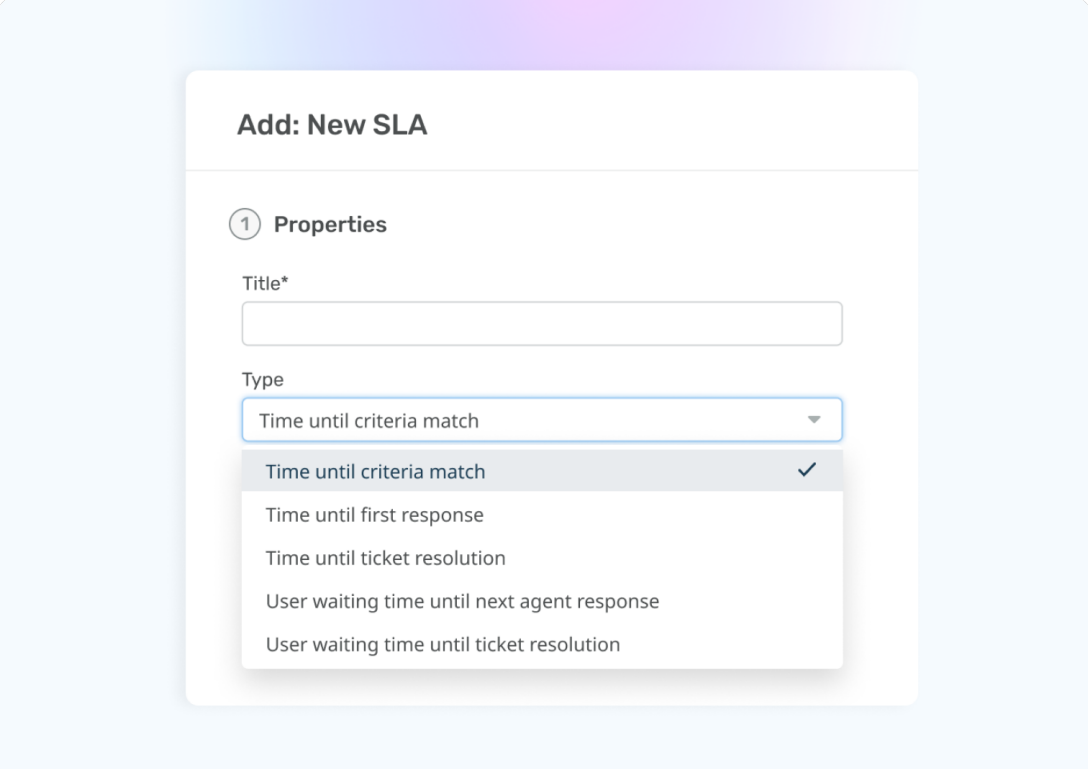
We have created two new SLA types

2022-09-20 - Lara Proud - Comments (0) - Product (Admin)

We have added two new SLA types to give you further control over time-based performance goals. These new types enable you to set more specific ticket handling goals and easily track your Agents' performance.

The two new SLA types are:

1. **Time until next response:** This will behave similarly to the 'Time until first response', however, it will reset between each User response so that an SLA runs against your tickets each time they are put back into **Awaiting Agent** status.
2. **Time until criteria match:** This will track from when the SLA gets set until a set of specific criteria you define are met; this allows you to create SLAs that run until they meet your own pre-set custom criteria.



To apply either of these new SLA types to your helpdesk, go to **Business Rules > SLAs** and create a new SLA for your helpdesk, or edit an existing SLA to run based on these types instead.