Show fail date as a Display option Collecting Feedback

- Malou
- **Forum Navn':** #Feature Request

I would like to have the oppertunity to choose the Fail date of our SLA in date and time (example Dec 9, 10:15) as a Display Option in the ticket overview.

Kommentar (1)

Steffen Kemme

5 år siden

We would be very interested in this option as well. We apply several SLA's at the same time (one for the initial response, one for the resolution). We would like to have a column in the ticket overview which shows the time remaining to whichever SLA will fail first.