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## SLA Filters: set a default view **Collecting Feedback**

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- **Nome do Fórum:** #Feature Request

We would like the SLA views to hold a default of being grouped by department, is it possible to add this to the Filters available for the SLAs:

SLAs	Type	Warning	Failure	Hide
First	Time			<input type="checkbox"/> Hide
Second	Time until ticket resolution (Default working hours)			<input type="checkbox"/> Hide
Third	User waiting time until ticket resolution (Default working hours)			<input type="checkbox"/> Hide