Can I track a Service Level Agreement within Deskpro?

Ben Henley - 2023-08-30 - Comments (0) - Deskpro Legacy

Question:

I have a Service Level Agreement that I've agreed to meet with one of my customers. How can I make sure my agents are aware of it, and get reports on whether the SLA is being met?

Answer:

Deskpro has built-in support for SLAs. Go to **Admin > Tickets > SLAs** to define your SLA.

Agents can see exactly which tickets are covered by SLAs, are close to failing and have failed. As well as passively tracking this, you can have your helpdesk automatically run actions based on SLA status - for example, to alert managers to tickets that are about to fail.

You can get detailed custom reports on SLA status through the Reports interface.

For full details on how to use SLAs, see the SLAs section of the admin manual.