



 $\underline{Center\ za\ pomo\check{c} > Skupnost} > \underline{Feature\ Request} > \underline{SLA\ is\ completed\ only\ when\ the\ second\ agent\ response\ when\ an\ agent\ creates\ a\ ticket}$

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

- CL Christine Loh
- Ime foruma: #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.