



<u>Center za pomoč</u> > <u>Skupnost</u> > <u>Feature Request</u> > <u>SLA is completed only when the second agent response when an agent creates a ticket</u>

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.