

[Center za pomoč](#) > [Skupnost](#) > [Feature Request](#) > [SLA Filters: set a default view](#)

SLA Filters: set a default view Collecting Feedback





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Marion Abramo

- **Ime foruma:** #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:

Profile Signature Ticket Notifications Notifications Macros Filters SLAs 

Filter SLA results: Show all matching tickets 

| 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 |