



 $\underline{Hj\"{a}lpcenter} > \underline{Community} > \underline{Feature\ Request} > \underline{Count\ agent\ note\ as\ a\ 'reply'\ for\ SLA\ measurement}$

Count agent note as a 'reply' for SLA measurement Collecting Feedback

• Eric VanTol

• Forumets namn: #Feature Request

An Agent Note should be counted as a response in an SLA calculation and in reports. Our agents do not always respond via email to users, but perform troubleshooting steps and/or call users, but ticket stats and SLA calculations ignore notes, causing escalations to occur and ticket stats to show hours before a "response", which is untruthful.