Service Level Agreement System Process

Document Control

Title:	**TS&H - SLA -Help Desk System Process**
Purpose	**This article provides the workflow for the Service Level Agreement.**
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Service Level Agreement (SLA)

Customers want to know when they can expect a response and resolution from you when they submit a support request. A service level agreement (SLA) policy lets you set standards of performance for your support team. You can set SLA policies for the time within which agents should respond to, and resolve tickets based on ticket priorities, and set up automatic escalation rules to notify specific agents about SLA violations.

Your SLA Policies will be used in TS&H Helpdesk system to determine the **Due By** time for each ticket. You can have a default SLA policy for all customers, or have multiple SLA policies for different customer tiers, like those who have subscribed to your Premium Support package.

Helpdesk best practices suggest SLA policies to be driven by ticket priorities. As TS&H's agent we can define your service levels for Urgent, High, Moderate and Low priority tickets. We can then use various automations in our system or manually dictate which ticket constitutes an Urgent Priority issue and which is Low Priority.

SLA Policy

A service level agreement (SLA) policy lets you set standards of performance for your support team. You can set SLA policies for the time within which agents should respond to, and resolve tickets based on ticket priorities. You can choose whether you want each SLA rule to be calculated over calendar hours or your business hours. Your SLA Policies will be used in TS&H Helpdesk to determine the "Due By" time for each ticket.

SLA reminders

You can set up reminders to make sure that agents are notified about the approaching due by time for tickets. The reminders can be for ticket response and resolution. The reminder email can contain contextual information like the URL of the ticket and ticket priority and can be configured in our Admin Notifications.

SLA violation notifications

You can also set up escalation rules that notify agents or managers when SLAs have been violated. You can set up multiple levels of escalation for resolution SLA. The violation emails can be configured

Our Standard SLA configured as shown below (depend of the client agreement we can easy update or reconfigure our SLA standard)

Dashboard	Tickets	Social	Solutions	Forums	Customers	Reports	Admin

Edit SLA Policy

Name   Default SLA Policy

Description   default policy

SLA Targets
Set Service Level Targets for each ticket priority

Priority	Respond within	Resolve within	Operational Hrs	Escalation email
Urgent	1 Hrs	4 Hrs	Business Hours	ON
High	4 Hrs	12 Hrs	Business Hours	ON
Medium	8 Hrs	1 Days	Business Hours	ON
Low	1 Days	3 Days	Business Hours	ON

🔔 Set SLA reminders

What happens when this SLA is violated?

Set escalation rule when a ticket is not **responded to** on time

➕ Add rule

Set escalation hierarchy when a ticket is not **resolved** on time

➕ Add level 1 rule