

Settings

Project | Members | Issue tracking | Versions | Issue categories | Time tracking | DB | SLA

Name * SLA Project

Description

Identifier * sla-project

Homepage

Public

Subproject of

Inherit members

Reporting icon Business Time

Icon color

Tags

Project planning

Planned project start TT . MM . JJJJ

Planned project end TT . MM . JJJJ

Budget type No Budget

Budget € (For hourly, daily or quarterly budget, this is the unit budget.)

Budget time according to the selected budget type enter a number of hours or days

Modules

- Issue tracking
- Repository
- Devops
- Invoices
- Wiki workflow
- Time tracking
- Calendar
- Passwords
- Project company
- Documents
- Gantt
- SLA
- Helpdesk

Step 1: activate SLA module in your project settings, if needed.

Step 2: check your SLA-settings. Make sure to:

- choose an SLA-tracker of your choide and
- review your „hours to respons“ and / or
- review your „hours to solve“

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Use business time

Service time 09:00 till 18:00 / Monday, Tuesday, Wednesday, Thursday, Friday

Wiki page

SLA tracker

Bug Feature Support

SLA priorities

Priority	Hours to respond	Hours to solve
Low	6.0 Hours	8.0 Hours
Normal	5.0 Hours	7.0 Hours
High	4.0 Hours	6.0 Hours
Urgent	3.0 Hours	5.0 Hours
Immediate	2.0 Hours	3.0 Hours

Save

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