

ステータス:	New	開始日:	2013/10/17
優先度:	通常	期日:	
担当者:		進捗率:	0%
カテゴリ:	Project settings_43	予定工数:	0.00時間
対象バージョン:		作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/15021	status_id:	1
category_id:	43	tracker_id:	2
version_id:	0	plus1:	8
issue_org_id:	15021	affected_version:	
author_id:	86754	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	23		

**説明**

SLA:

- configurable when you are using the redmine as help desk User friendly email configuration
- make an easiest way to config the content of the emails which Redmine is sending. In this moment the user must go to the source Adding any other notifications which can Redmine send
- for example - customer / reporter will create ticket and Redmine will respond something like: Dear ....., your ticket has been successfully created under the ID

I am not ruby programmer, so i can't write something like that.

Thanks.

journals

Please describe how you imagine SLAs implemented in Redmine.

Hello,

I'm also interested with a SLA feature in Redmine for Help Desk activities. I've seen many requests for SLA in Redmine, but since you asked for some information about this feature, please let me give you some wishes about it :

- SLA is related to issues treatment, so for every type of issues, and every priority of issues, a field "SLA" must be configured. In these fields, you have to put the max hours/days/working days you can spend to resolve the issue.
- SLA is calculated upon a calendar, so you must have a calendar option, where you can define the public holidays.
- You also have a field to define the standard support time, ie. : monday to friday, 9AM to 8PM
- SLA is also calculated upon issues status, which is also project-related, and can differ (ie. : new --> resolved, or confirmed --> closed...), only the working time between starting status and delivered service status must be added
- some issues status can also freeze elapsing time : waiting for customer, waiting for external item...
- backtracking status must also be counted, ie. issue was resolved 2 days ago, but it has been changed to open because problem is not fully resolved

Don't forget that these parameters can be project-related, and can differ for every project, so we need some flexibility.

At last, a reminder of the remaining SLA time (with a color code Green-Yellow-Red) in each issue is needed, with a status, ie. on time, close to end, delayed. Filtering issues with this status is needed.

Cherry on the cake, a view of all SLA in one page, and another with some charts would be very appreciated.

I hope my explanations are sufficient for you to start something. I am in charge of a service desk, and we have chosen Redmine for all its qualities, but we badly need SLA in it in order to work.



In fact, this absence in Redmine may lead us to use a commercial support tool.  
Hoping this SLA part will come soon!

Thanks to all!

+100

This SLA feature will be AWESOME !

Thanks!

+1 for this feature

Dear All,

please someone to say me that this issue has been solved :(

regards.

related\_issues

relates,New,15152,SLA Feature

relates,New,5458,Extend Start/Due date to include time

relates,New,13747,Issue Colors Patch for #4967

relates,New,12222,SLA Integration (Service Level Agreement)

#### 履歴

#1 - 2022/05/10 17:12 - Admin Redmine

- カテゴリをProject settings\_43 にセット