

SLA Feature

2022/05/09 17:05 - Admin Redmine

ステータス:	New	開始日:	2022/05/09
優先度:	通常	期日:	
担当者:		進捗率:	0%
カテゴリ:	Plugin Request_31	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/15152	status_id:	1
category_id:	31	tracker_id:	2
version_id:	0	plus1:	2
issue_org_id:	15152	affected_version:	
author_id:	87920	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	4		
説明 (This issue is related to #15021) 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. Thank you.			
journals			
+1 Could be an extension of issue #5458 and #13747 Also if we could get an email alerts for issues coming due in next few Hours based on SLA requirements wold be highly appreciable. Currently Issues coming Due in next few days can be made to generate email alerts suing rake command but that does not take into account stringent SLA requirements of few hours.			

François Langlois wrote:

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 :

Even i am looking for this feature

+1 for this feature

related_issues

relates,New,15021,Service Level Agreement (SLA), more user-friendly email configuration, add any other notifications

履歴

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

- カテゴリ を Plugin Request_31 にセット