

An SLA starting now will breach on 2024-11-17 06:56:32 (Actual elapsed time: 1 Day)

Name

Type

Target

Table

Flow

Enable logging ☐

Active ☒

Application

Duration type

\* Duration Days 1 Hours 00 00 00

Schedule source

SLA will run 24x7 as no schedule is selected

Start condition Pause condition Stop condition Reset condition

SLA Definition

New record

Start conditionPause conditionStop conditionReset condition

The conditions under which the new SLA will be attached and canceled

Start condition

Add Filter Condition

Add "OR" Clause

All of these conditions must be met

Active

is

Choose operator

true

AND

OR

X

Priority

is

4 - Low

AND

OR

X

State

is

New

AND

OR

X

Retroactive start☐

When to cancel

Start conditions are not met

SLA Definition  
New record

Submit

Table Incident [incident]

Schedule source No schedule  
SLA will run 24x7 as no schedule is selected

Flow Default SLA flow

Enable logging

Active

Start condition Pause condition Stop condition Reset condition

The condition under which the SLA will complete

Stop condition Add Filter Condition Add "OR" Clause

Assignment group is not empty

AND OR

An SLA starting now will breach on 2024-11-16 23:20:27 (Actual elapsed time: 16 Hours)

Name Hardware Group-Resolution

Type SLA

Target Resolution

Table Incident [incident]

Flow Default SLA flow

Enable logging

Active

Application Global

Duration type User specified duration

\* Duration Days 00 Hours 16 00 00

Schedule source No schedule

SLA will run 24x7 as no schedule is selected

Start condition Pause condition Stop condition Reset condition

The condition under which the SLA will complete

SLA Definition  
New record

ACTIVE

Submit

Start condition Pause condition Stop condition Reset condition

The conditions under which the new SLA will be attached and canceled

Start condition

Add Filter Condition

Add "OR" Clause

Assignment group

is not empty

AND

OR

X

Retroactive start

☐

When to cancel

Cancel conditions are met

Cancel condition

Add Filter Condition

Add "OR" Clause

-- choose field --

-- oper --

-- value --

Submit

Start condition **Pause condition** Stop condition Reset condition

The conditions under which the SLA will pause (stop increasing elapsed time) and resume

[Pause condition](#)
[Add Filter Condition](#)
[Add "OR" Clause](#)

State ▼ is ▼ On Hold ▼
AND OR ✖

When to resume Pause conditions are not met ▼

SLA Definition  
New record

Submit

Enable logging ☐

Active ☒

Start condition Pause condition Stop condition Reset condition

The condition under which the SLA will complete

[Stop condition](#)

Add Filter Condition

Add "OR" Clause

State

is one of

On Hold  
Resolved  
Closed  
Canceled

AND

OR

X

Submit