

# Customer Support Ticketing System – SLA Monitoring Enhancement

## Change Request

**Document Type:** Change Request

**Project Name:** Customer Support Ticketing System

**Change Request ID:** CR-SLA-001

**Version:** 1.0

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**Date:** [aktuális dátum]

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## 1. Change Overview

### 1.1 Change Title

SLA Monitoring and Breach Alert Enhancement

### 1.2 Change Type

- ☒ System Enhancement
- ☒ Process Improvement
- ☐ Bug Fix
- ☐ Regulatory Change

### 1.3 Requested By

Operations Management / Customer Support Leadership

### 1.4 Priority

High

### 1.5 Business Context

Service Level Agreement (SLA) compliance is a key operational and customer satisfaction metric in customer support environments.

The current ticketing system provides limited visibility into SLA performance during ticket handling, resulting in delayed escalation and reactive issue management.

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## 2. Current State (As-Is Analysis)

## **2.1 Problem Statement**

The current system does not provide real-time monitoring of SLA deadlines at ticket or queue level. SLA breaches are typically identified only after deadlines have been missed, limiting the organization's ability to take corrective actions proactively.

## **2.2 Current Limitations**

- No real-time SLA countdown displayed per ticket
  - SLA status not visible to agents during ticket handling
  - Managers rely on manual reports to identify SLA risks
  - Escalations occur reactively rather than proactively
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# **3. Proposed Change (To-Be Overview)**

## **3.1 Change Description**

This change introduces SLA monitoring enhancements that enable proactive management of SLA performance through real-time indicators, automated alerts, and improved prioritization support.

## **3.2 Proposed Capabilities**

- Real-time SLA countdown timer per ticket
  - Visual SLA status indicators (Green / Amber / Red)
  - Automated alerts before SLA breach thresholds
  - SLA breach logging for reporting purposes
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# **4. Business Objectives**

- Reduce SLA breaches
  - Improve response and resolution times
  - Increase operational transparency for agents and team leads
  - Enable proactive escalation and workload management
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# **5. Scope Definition**

## **5.1 In Scope**

- SLA time tracking at ticket level
- SLA status visualization for agents and managers
- Automated SLA warning and breach notifications

- SLA-related reporting enhancements

## 5.2 Out of Scope

- Redefinition of SLA policies or targets
- Contractual SLA changes
- Customer-facing SLA dashboards or portals

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## 6. Stakeholders

Stakeholder	Role
Customer Support Agents	Ticket handling and SLA compliance
Team Leads	SLA monitoring and escalation
Operations Management	Performance oversight
IT / Development Team	System implementation
Business Analyst	Requirements definition and alignment

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## 7. High-Level Functional Requirements (Summary)

- **FR-01:** The system shall display an SLA countdown timer for each active ticket
- **FR-02:** The system shall visually indicate SLA status using color-based indicators
- **FR-03:** The system shall trigger alerts prior to SLA breach thresholds
- **FR-04:** The system shall log SLA breaches for reporting and analysis

*Detailed functional requirements are documented separately.*

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## 8. Process Impact Overview

The proposed change impacts the following processes:

- Ticket Assignment
- Ticket Prioritization
- Escalation Handling
- Performance Monitoring

Process-level changes are documented in the Process Change Model (BPMN).

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## 9. Impact Analysis (High-Level)

## 9.1 Operational Impact

- Improved visibility into SLA risks
- Reduced manual monitoring efforts
- Faster escalation and issue resolution

## 9.2 System Impact

- User interface enhancements required
- Background SLA timing logic
- Notification service integration

## 9.3 Risks and Mitigation

Risk	Mitigation
Excessive alerting	Configurable alert thresholds
User adoption challenges	Training and documentation

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# 10. Dependencies and Assumptions

## 10.1 Dependencies

- Existing SLA definitions are available
- Notification infrastructure is in place

## 10.2 Assumptions

- No changes to contractual SLA terms
  - Support teams will be trained on new functionality
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# 11. Approval and Next Steps

**Change Status:** Proposed

### Next Steps:

- Detailed functional requirements specification
  - Effort estimation
  - Development planning
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**End of Document**

