<https://crmblocks.blogspot.in/2016/06/how-to-set-up-sla-in-microsoft-dynamics.html>

Configuring SLA Timers in Dynamics CRM

The Service Level Agreement is a common tool used by service agents to ensure they deliver a consistent quality of service to every end-customer within a specified timeframe.  Dynamics CRM has a SLA countdown timer feature that shows a Customer Service Representative (CSR) exactly how much time is left on the clock before the SLA is non-compliant,

Helping the CSR to focus their attention on the SLAs nearing non-compliance and keep within their target

Enhanced SLA:

Service level agreements (SLAs) are a formalized method to help organizations meet service levels when they provide customer service and support. For example, an organization can have an SLA to complete the first customer response within 48 business hours after a case is created. Another example is to escalate an unresolved case after a specified duration, such as five business days. SLAs are used to define these different aspects of service.

Microsoft Dynamics 365 includes two kinds of SLAs, standard and enhanced. Enhanced SLAs include the following features not available in standard SLAs:

* Case-on-hold support
* Auto-pause and resume of time calculation
* Support for success actions
* Creation of dashboards or reports based on the SLA KPI Instance entity

KPIs:

First Response KPI:

* Provide a “first response” to the customer within 15 minutes and set the “First Response Sent” field to “yes”.
* Failure to meet this SLA results in a note to be created against this case notifying the user of the breach.

Resolve By KPI:

* Resolve or cancel the case within 1 hour of the case being created.
* Failure to meet this SLA results in a note to be created against this case notifying the user of the breach, and “Escalated” field to be updated to “Yes”.