

ServiFlow SLA Assignment Guide

How Service Level Agreements Are Automatically Applied to Support Tickets

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Purpose: This guide explains how ServiFlow automatically determines which Service Level Agreement (SLA) applies to each support ticket. Understanding this process helps ensure your customers receive the appropriate response and resolution times based on their service contracts.

What is an SLA?

A Service Level Agreement defines the expected response and resolution times for support tickets. For example, a "Premium SLA" might guarantee a 1-hour response time and 4-hour resolution, while a "Standard SLA" might offer 4-hour response and 24-hour resolution.

ServiFlow automatically assigns the correct SLA to each ticket based on a priority system, ensuring your premium customers always receive premium service without manual intervention.

The Priority System

When a new ticket arrives, ServiFlow checks multiple sources to determine the appropriate SLA. It follows a strict priority order, stopping at the first match:

Ticket-Level Override

If someone explicitly sets an SLA when creating the ticket, that choice takes precedence over everything else. This allows staff to handle exceptional situations.

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Example:

A support agent creates a ticket for a critical outage and manually selects the "Emergency SLA" to ensure immediate attention.

Individual User Agreement

Some customers may have personal service agreements that differ from their company's standard. If the ticket requester has an individual SLA assigned to their profile, it applies automatically.

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Example:

John Smith at Acme Corp has a VIP support agreement. Even though Acme Corp has a Standard SLA, John's tickets automatically receive Premium SLA treatment.

Company Agreement

Most commonly, SLAs are assigned at the company level. All employees of a company inherit the SLA defined in their company's contract.

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Example:

Acme Corp has contracted for Premium Support. Any ticket from an Acme Corp employee automatically receives the Premium SLA.

Category-Based SLA

Certain ticket categories may have specific SLA requirements regardless of who submits them. For instance, security issues might always require urgent handling.

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Example:

All tickets categorized as "Security Incident" automatically receive the Critical SLA, ensuring rapid response regardless of the customer's contract level.

Asset/Equipment SLA

If a ticket is linked to a specific piece of equipment in your CMDB (Configuration Management Database), the SLA assigned to that equipment applies.

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Example:

A production database server has a Critical SLA assigned. Any ticket linked to that server inherits the Critical SLA.

Default SLA

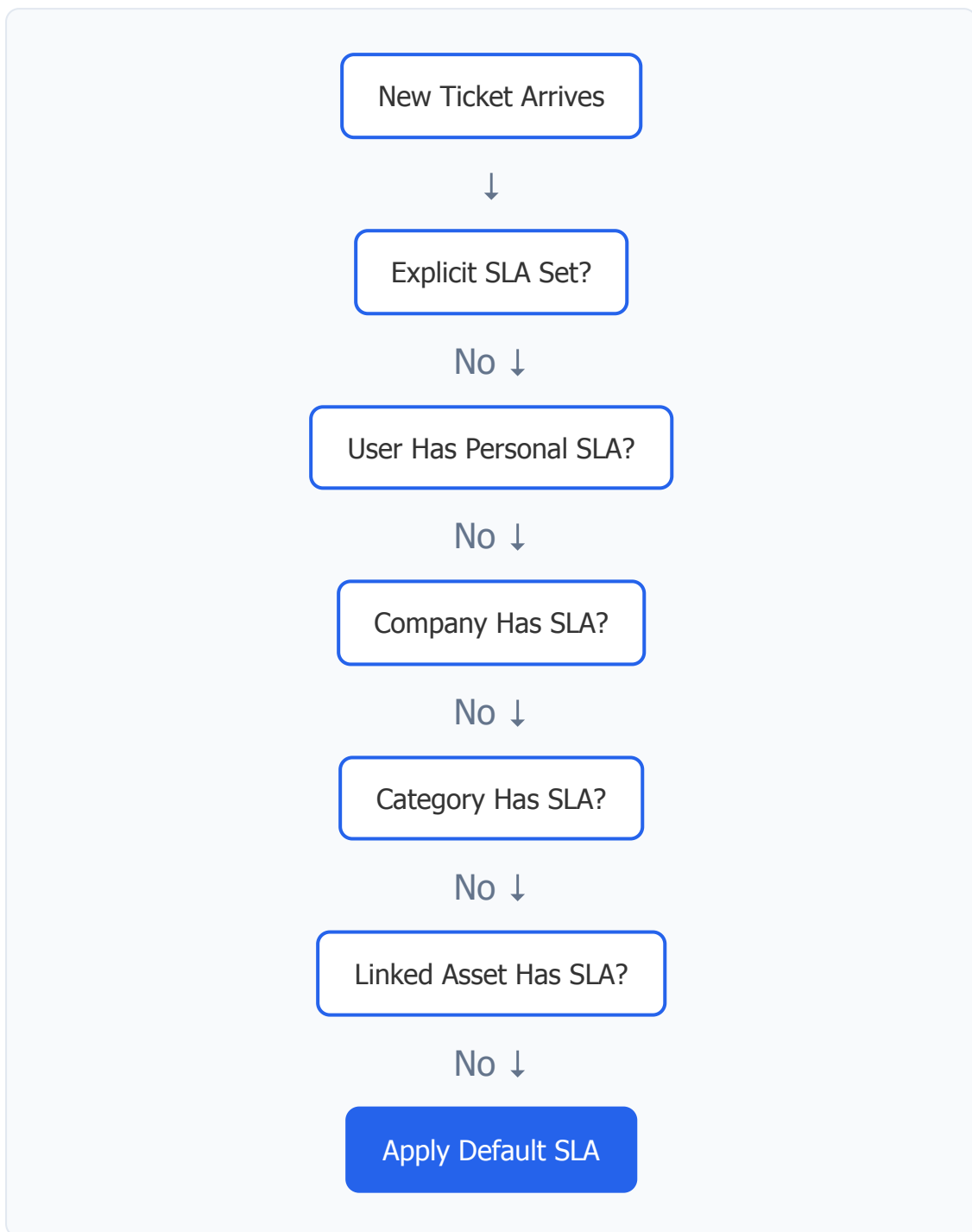
If none of the above criteria match, ServiFlow applies your organisation's default SLA. This ensures no ticket is left without service level expectations.

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Example:

A ticket arrives from an unknown sender. ServiFlow applies the Standard SLA as a baseline.

Visual Decision Flow



At each step, if the answer is "Yes", that SLA is applied and the process stops.

Quick Reference Table

Priority	SLA Source	When It's Used
1st (Highest)	Ticket Override	Staff manually selects SLA during ticket creation
2nd	User Agreement	Individual customer has VIP or special contract
3rd	Company Agreement	Customer's company has contracted SLA
4th	Category Rules	Ticket type requires specific handling (e.g., Security)
5th	Asset/Equipment	Ticket linked to critical infrastructure
6th (Lowest)	Default	Fallback when no other rules match

Business Benefits

Business Benefit:

Automated Compliance: Premium customers automatically receive premium service without staff needing to remember contract details.

Business Benefit:

Flexibility: The layered system allows for exceptions at every level - from company-wide agreements down to individual users.

Business Benefit:

Audit Trail: Every ticket records which SLA was applied and why (stored in the *sla_source* field), enabling compliance reporting.

Business Benefit:

Revenue Protection: Customers paying for premium support genuinely receive faster service, justifying their investment.

Where to Configure SLAs

What to Configure	Where in ServiFlow
SLA Definitions (response/resolution times)	Settings → SLA Definitions
Company SLA Assignments	Customers → Companies → Edit Company
Individual User SLA Overrides	Customers → Contacts → Edit Contact
Category-based SLA Rules	Settings → Category SLA Mappings
Asset/Equipment SLAs	CMDB → Edit Item → SLA Assignment
Default SLA	First active SLA in Settings → SLA Definitions

Frequently Asked Questions

What happens if a customer's company doesn't have an SLA assigned?

The system continues down the priority list. If no match is found at any level, the default SLA applies. We recommend always having a sensible default SLA configured.

Can I see which SLA was applied to a ticket and why?

Yes. Every ticket displays its assigned SLA, and the *sla_source* field records whether it came from "company", "user", "category", "cmdb", or "default".

What if I need to override the automatic assignment?

Staff with appropriate permissions can manually change a ticket's SLA at any time. The system will record this as a "ticket" source override.

How do I give one person at a company better SLA than their colleagues?

Edit the individual contact and assign them a personal SLA override. This takes precedence over their company's SLA.

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For technical support, contact your system administrator.