Troubleshoot SLA timer issue in Customer Service Hub app | Microsoft Docs

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# SLA timer does not pause when its state is changed from InProgress to OnHold on a holiday

## Issue

Once triggered, the SLA timer continues to run even when its state is changed from *InProgress* to *OnHold*.

When a holiday is configured, the status of the case is updated to *OnHold* to pause the case SLA. However, the pause functionality associated with the *OnHold* status doesn’t function correctly. Therefore, the timer continues to run even on a holiday when it should be paused.

Due to this, it includes the holiday hours, non-business hours, and pause time (only business hours) while projecting the SLA warning or failure time.

## Resolution

This is an intended functionality. Business hours are defined while scheduling working days and holidays and the SLA warning or failure time is calculated on the basis of those hours.

See the following scenarios to understand how the SLA *Wait* and *Failure* time is calculated:

* Create a case during non-working hours. Pause and resume a case before business hours start. Hold time between *Pause* and *Resume* will not be considered.
* Create a case during non-working hours. Pause and resume a case during business working hours. Hold time will be considered and *Wait* and *Failure* time will be extended based on hold time.
* Create a case during working hours. Pause a case during business working hours. Resume a case during non-working hours. Hold time will not be considered for *Wait* and *Failure* time.

## More help

[Track SLA details with Timer Control](customer-service-hub-user-guide-case-sla.md#track-sla-details-with-timer-control)

[Define Service Level Agreements (SLAs)](define-service-level-agreements.md)