

# Help Center

Enterprise Service Management

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## Setting Response and Resolution SLA Goals For a Queue

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Find More- [rezolve.ai/help-center](https://rezolve.ai/help-center)



Resolve.ai ticketing system is enabled with SLA calculation and reporting capabilities. With this feature, each queue can now have a Calendar and SLA Goals mapped to it. The Calendar setup includes Business hours, Holidays and Time Zone.

If you do not set up SLA Goals or Calendar, it will remain the default values.

## DEFAULT VALUES

### Resolution Sla Default Values

- Critical – 1 hour
- High - 4 hours
- Medium - 8 hour
- Low - 24 hours
- Very low - 168 hours

### Response SLA Default Values

- Critical and High - 0.5 hours
- Medium - 1 hour
- Low - 4 hours
- Very low - 8 hours

### Business Hours Default Value

- Monday to Friday 8 am to 5pm

### Holidays Default Values

NAME	DATE
NEW YEARS DAY	2021-01-01
JUNETEENTH NATIONAL INDEPENDENCE DAY	2021-06-19
INDEPENDENCE DAY	2021-07-04
VETERANS DAY	2021-11-11
CHRISTMAS DAY	2021-12-25

## BUSINESS HOURS CONFIGURATION

### Access level needed

- Tenant Admin

### Instructions

1. Tenant Admin can add business hours from Admin App > Global Settings > Business Hours.
2. This screen is used for configuring the working hours, working days and off days.

BUSINESS HOURS
[Back to List](#)

Business Hours Label

Working Hours

Sunday	<input type="checkbox"/>	Closed			
Monday	<input checked="" type="checkbox"/>	Open	08:00	⊙	17:00
Tuesday	<input checked="" type="checkbox"/>	Open	08:00	⊙	17:00
Wednesday	<input checked="" type="checkbox"/>	Open	08:00	⊙	17:00
Thursday	<input checked="" type="checkbox"/>	Open	08:00	⊙	17:00
Friday	<input checked="" type="checkbox"/>	Open	08:00	⊙	17:00
Saturday	<input type="checkbox"/>	Closed			

Status

## HOLIDAYS CONFIGURATION

### Access level needed

- Tenant Admin

### Instructions

Tenant Admin can add Holiday list by:

1. Going to Admin App > Global Settings > Holidays
2. Click Create button

The screenshot shows a web interface for configuring holidays. At the top left is the title 'HOLIDAYS' and at the top right is a link 'Back to List'. Below this is a form with three main sections: 'Holiday Label' with a text input containing 'Demo Holiday List'; 'Calendar' with a table header showing 'NAME', 'DATE', and 'ACTION' (where a hand cursor is pointing to a plus sign icon); and 'Status' with a dropdown menu currently set to 'Published'. A blue 'Create' button is located at the bottom right of the form area.

3. Click on the 'Plus +' action button to add a new holiday.
4. Type the name of the Holiday and select the date.
5. Click save once you add a holiday.
6. Click 'Create' once you are done adding all your holidays.

## CONFIGURATION CALENDERS

### Access level needed

- Tenant Admin

### Instructions

A calendar is used for defining the availability of a queue. When creating a calendar, the Tenant Admin needs to select the previously created list for business hours and holidays associated with that queue.

1. Go to Admin App > Global Settings > Calendar
2. Now you can add or update a calendar.
  - Name your Calendar
  - Select relevant time zone
  - Select the Business hours and Holidays list.

#### CALENDAR

Calendar Label *	Demo Calendar
TimeZone *	US/Central
Holidays *	Default Holidays
Business Hours *	Default Business Hours
Status *	Published

Create

## CONFIGURING RESOLUTION SLA GOALS

### Access level needed

- Ticket Admin

### Instructions

Currently, Ticket Admin can configure the Ticket Resolution SLA goals for Critical, High, Medium, Low and Very Low priority tickets.

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SLA GOALS

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SLA Goal Label

Goal Definition

PRIORITY	TIME TO CLOSE IN (HOURS)
Critical	<input type="text" value="1"/>
High	<input type="text" value="4"/>
Medium	<input type="text" value="8"/>
Low	<input type="text" value="24"/>
Verylow	<input type="text" value="168"/>

Status

Create

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Ticket Admin can create different Resolution SLA goals for different queues. To add SLA goals:

1. Go to Ticket Management > Settings > SLA Goals
2. Enter the SLA goal for that priority in hours
3. Set Status to Published
4. Click **Create**

## CONFIGURING RESPONSE SLA GOALS

### Access level needed

- Ticket Admin

### Instructions

Currently, Ticket Admin can configure the Ticket Response SLA goals for Critical, High, Medium, Low and Very Low priority tickets.

RESPONSE SLA

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Response SLA Label

Goal Definition

PRIORITY	TIME TO CLOSE IN (HOURS)
Critical	<input type="text" value="1"/>
High	<input type="text" value="4"/>
Medium	<input type="text" value="8"/>
Low	<input type="text" value="24"/>
Verylow	<input type="text" value="168"/>

Status

Create

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Ticket Admin can create different Response SLA goals for different queues. To add SLA goals:

1. Go to Ticket Management > Settings > Response SLA
2. Enter the SLA goal for that priory in hours
3. Set Status to Published
4. Click **Create**

## MAPPING SLA GOALS AND CALENDAR TO A QUEUE

### Access level needed

- Ticket Admin

### Instructions

Once the calendar and SLA goals are configured Ticket Admin can use them while creating a queue.

1. Go to **Ticket Management > Queue**
2. Select the queue you would like to associate the SLA to
3. Select the appropriate Calendar from the drop down next to Calendar
4. Select the appropriate Resolution SLA from the drop down next to SLA Goals
5. Select the appropriate Response SLA from the dropdown next to
6. Click **Update**

#### Queue Details

Queue Name	Default
Description *	<input type="text" value="Route IT"/>
Condition Name *	<input type="text" value="IT_Helpdesk"/>
Condition Syntax	<input hr"="" type="text" value="Ex - Category==="/>
Rank *	<input type="text" value="100"/>
Supervisor *	<input type="text" value="adminuser x"/>
Queue Type	<input type="text" value="N/A"/>
Calendar	<input type="text" value="Please specify the Calendar"/>
SLA Goals	<input type="text" value="Please specify the slaGoals"/>
Response SLA Goals	<input type="text" value="Please specify the responseSlaGoals"/>
Status *	<input type="text" value="Published"/>
From Email *	<input type="text" value="system@rezolve.ai"/>
Reply Email	
Item Type	default

Delete

Update



## SLA REPORTING

The current 'Ticket Detail Report' is enhanced to give you the SLA Met and Not Met insights.

This report now shows two new columns - Resolution Time (in Minutes) and SLA.

To download this report, navigate to Ticket Management > Reports.

Resolution Time (in Minutes)	SLA
240	Not Met
200	Not Met
20	Met

Note - In case a ticket is still open the Resolution Time shows as 'N/A' and SLA is calculated by considering Resolution time as Current Time.