

SLA Configuration

Wolken Care enables you to understand customer objectives, set timelines for response based on different case types ,resolution for various queries etc, ensuring impeccable user experience.

Getting Started

- Login to **Wolken Care**, as an Admin.
- Click the **Hamburger** icon , Select **SLA Configuration** menu.

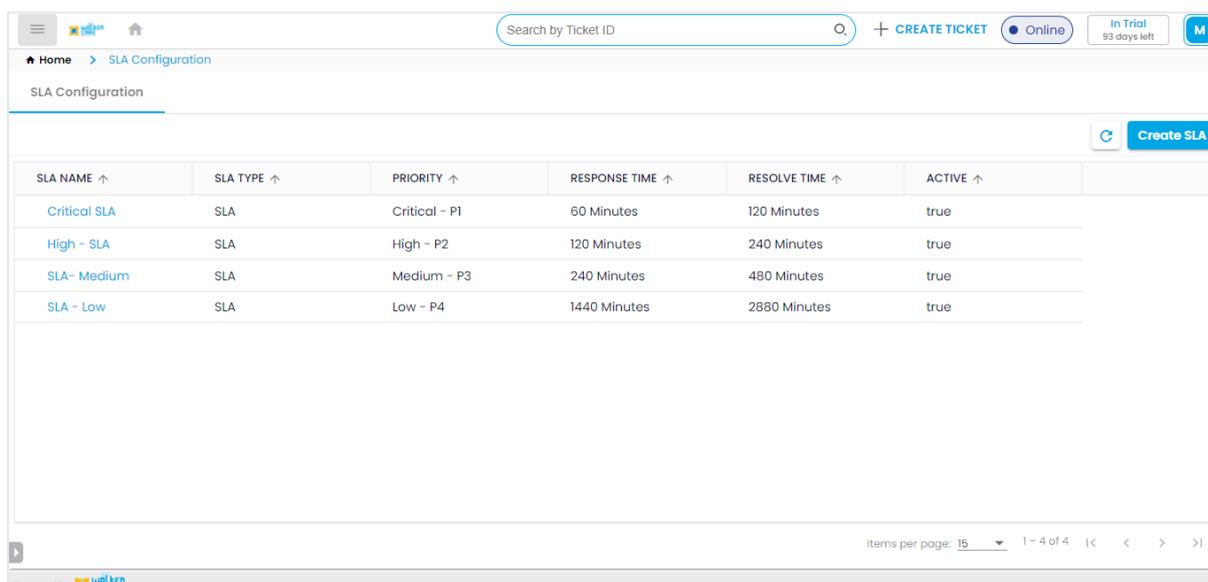
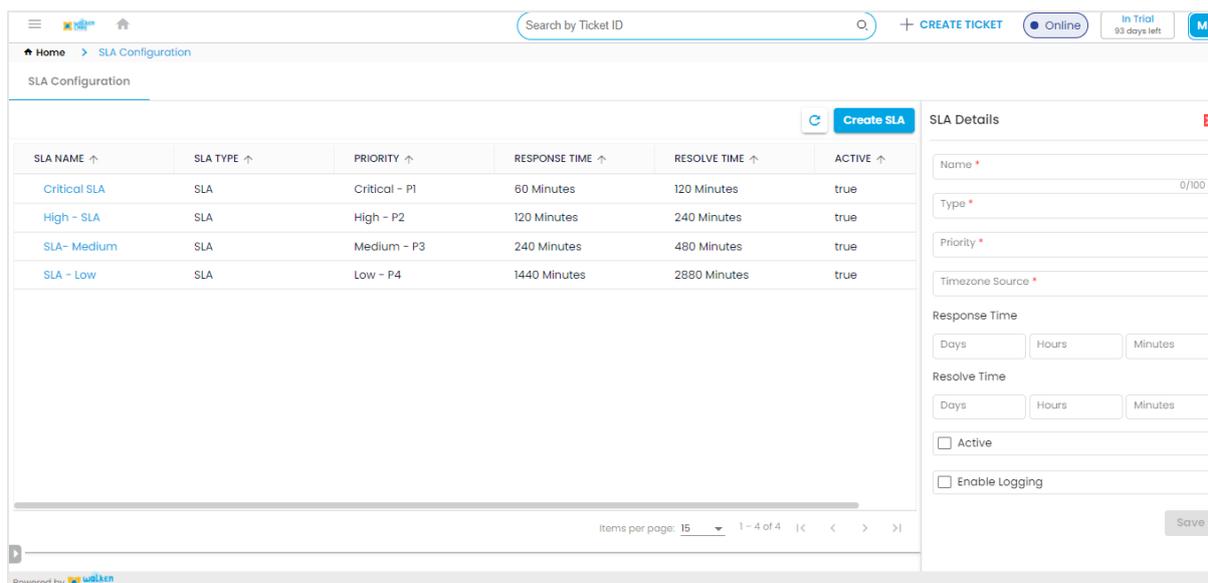


Fig-01

- Click **Create SLA** button , to configure SLA based on priority of the ticket and the ticket type.



The screenshot displays the 'SLA Configuration' page. At the top, there is a search bar for 'Ticket ID', a '+ CREATE TICKET' button, and a status indicator 'Online'. Below the search bar, the page title is 'SLA Configuration'. A table lists existing SLAs with columns for SLA NAME, SLA TYPE, PRIORITY, RESPONSE TIME, RESOLVE TIME, and ACTIVE. A 'Create SLA' button is visible above the table. To the right, the 'SLA Details' form includes fields for Name, Type, Priority, Timezone Source, Response Time (Days, Hours, Minutes), Resolve Time (Days, Hours, Minutes), and checkboxes for Active and Enable Logging. A 'Save' button is at the bottom right of the form.

SLA NAME ↑	SLA TYPE ↑	PRIORITY ↑	RESPONSE TIME ↑	RESOLVE TIME ↑	ACTIVE ↑
Critical SLA	SLA	Critical - P1	60 Minutes	120 Minutes	true
High - SLA	SLA	High - P2	120 Minutes	240 Minutes	true
SLA - Medium	SLA	Medium - P3	240 Minutes	480 Minutes	true
SLA - Low	SLA	Low - P4	1440 Minutes	2880 Minutes	true

Fig-02

- Provide a **Name** for the SLA you are configuring , Select the **Priority** of the ticket.
- Select the **Timezone Source** from the list box . The time zone depends on the Caller's Timezone or the Caller's account Timezone .
- Set the **Response Time** for the SLA based on the priority of the ticket.
- Set the **Resolve time** , to resolve the queries.
- Enable **Active**, Click **Save** for the SLA to be saved and notify via Email to avoid SLA breach.