

SLA in matching criteria of a View

Now you can see at a glance whether you're meeting the SLA on a ticket. In Advanced Ticket Center you can create Views to monitor open cases fast approaching SLA or those that have breached SLA.

Let's create a View to list tickets that are Approaching SLA Violation.

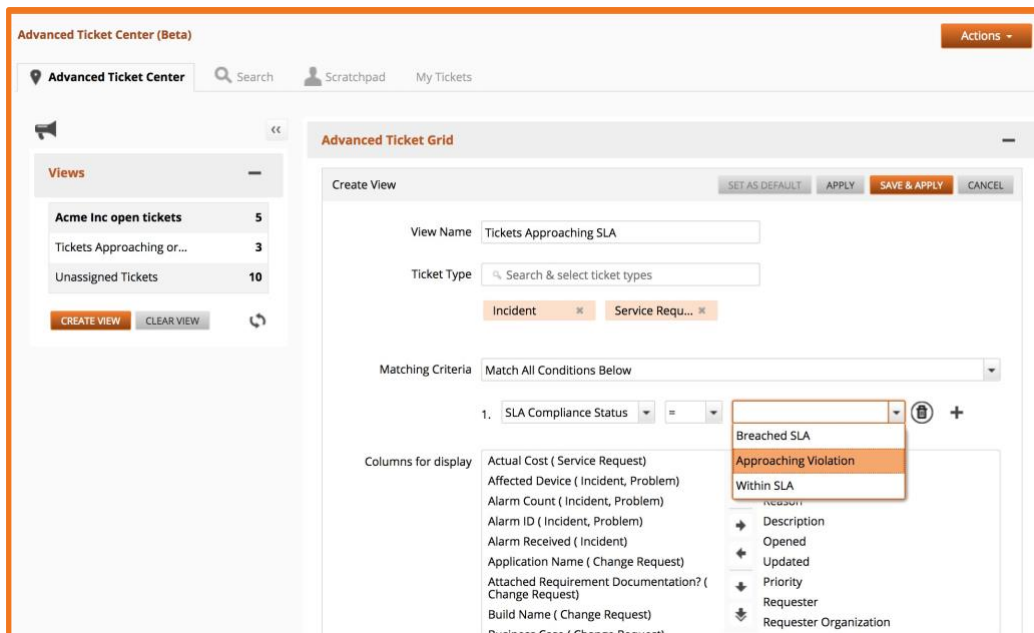
HOW TO:

1. Under the Advanced Ticket Center Workspace, click on CREATE VIEW button to create a new View

The screenshot shows the 'Advanced Ticket Center (Beta)' interface. On the left, a sidebar titled 'Views' lists three views: 'Acme Inc open ti...' with 5 tickets, 'Tickets Approachi...' with 3 tickets, and 'Unassigned Tickets' with 10 tickets. Below this list are two buttons: 'CREATE VIEW' (highlighted with a blue box) and 'CLEAR VIEW'. The main area displays the 'Advanced Ticket Grid' table, which has columns for Case#, Status, Reason, Description, Opened, and Up. The table contains 15 rows of ticket data.

	Case#	Status	Reason	Description	Opened	Up
<input type="checkbox"/>	100-11	Active	In Progress	Provisioning ...	02/19/2019 1:...	02/
<input type="checkbox"/>	100-10	New	Web Request	Laptop needs...	02/19/2019 1:...	02/
<input type="checkbox"/>	300-4	New	Incident Creat...	Unable to acc...	11/03/2017 1...	02/
<input type="checkbox"/>	100-9	Active	In Progress	Need help upl...	11/06/2017 1...	02/
<input type="checkbox"/>	100-8	Approved	Manager App...	Laptop needs...	11/03/2017 1...	11/
<input type="checkbox"/>	300-5	Resolved	First call Reso...	Unable to con...	11/06/2017 1...	11/
<input type="checkbox"/>	100-7	Queued	In Progress	Build Product...	11/01/2017 1...	11/
<input type="checkbox"/>	100-6	Queued	In Progress	Provisioning ...	10/31/2017 3:...	10/
<input type="checkbox"/>	100-5	Active	In Progress	Provision a w...	10/30/2017 1:...	10/
<input type="checkbox"/>	100-2	Active	In Progress	Office 365	10/18/2017 7:...	10/
<input type="checkbox"/>	100-1	Active	In Progress	Attachment u...	10/18/2017 6:...	10/
<input type="checkbox"/>	300-1	New	Incident Creat...	Unable to acc...	09/26/2017 1...	09/
<input type="checkbox"/>	200-3	Active	New Change	Replace batte...	09/25/2017 1...	09/

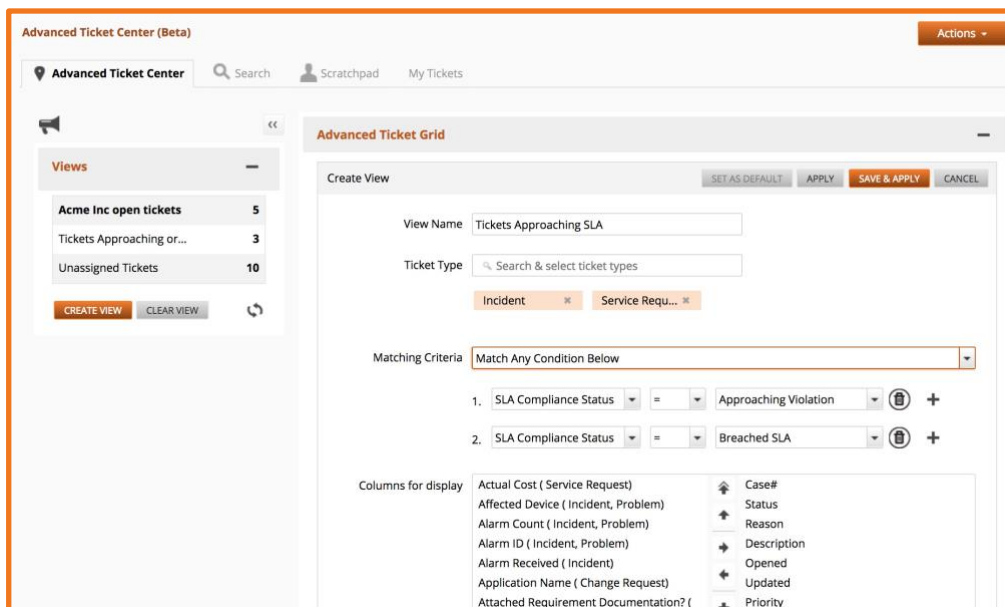
2. Give a name to your View
Select the Ticket Types you'd like to monitor.
Under Matching Criteria select
Match All Conditions Below
In the drop-down list select **SLA Compliance Status**
and set it to match **Approaching Violation**. Click on Save & Apply button to save the changes.



3. If you'd like to see both tickets approaching violation as well as tickets that have breached SLA in the same View then update the Matching Criteria.

Select ***Match Any Condition Below*** then add first matching criteria

SLA Compliance Status = Approaching Violation and then add the second criteria ***SLA Compliance Status = Breached SLA***. Click on Save & Apply button to save your changes.



For more information please see [Product Documentation on Advanced Ticket Center](#)