## 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

anced Ticket Center (Beta) Advanced Ticket Center	<b>Q</b> , Search	1	Scra	tchp	ad My Ticket	S			Actions	•
	**	Adv	ance	d Tic	:ket Grid					
Views	-				1					
Acme Inc open ti	5		FI	lter	Bulk Acti >	Search			¢,	
Tickets Approachi	3				Case#	Statue	Peason	Description	Opened	
Unassigned Tickets	10				Case#	Status	Reason	Description	opened	
				+	100-11	Active	In Progress	Provisioning	02/19/2019 1:	i ii
CREATE VIEW CLEAR VIEW	\$			Ŧ	100-10	New	Web Request	Laptop needs	02/19/2019 1:	
				+	300-4	New	Incident Creat	Unable to acc	11/03/2017 1	
				Ŧ	100-9	Active	In Progress	Need help upl	11/06/2017 1	
				+	100-8	Approved	Manager App	Laptop needs	11/03/2017 1	
				Ŧ	300-5	Resolved	First call Reso	Unable to con	11/06/2017 1	
				Ŧ	100-7	Queued	In Progress	Build Product	11/01/2017 1	
				±	100-6	Queued	In Progress	Provisioning	10/31/2017 3:	
				$\pm$	100-5	Active	In Progress	Provision a w	10/30/2017 1:	
				Ŧ	100-2	Active	In Progress	Office 365	10/18/2017 7:	
				Ŧ	100-1	Active	In Progress	Attachment u	10/18/2017 6:	
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				+	200-3	Active	New Change	Replace batte	09/25/2017 1	

 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.

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et in the second se	**	Advanced Ticket Grid				
Views	-	Create View		SET AS DEFAULT APPLY SAVE & APPLY CANCEL		
Acme Inc open tickets	5	10				
Tickets Approaching or	3	view Name	lickets Approaching SLA			
Unassigned Tickets	10	Ticket Type	% Search & select ticket types			
CREATE VIEW CLEAR VIEW	\$		Incident × Service Requ ×			
		Matching Criteria	Match All Conditions Below			
			1. SLA Compliance Status 💌 = 💌	· (f) +		
		Columns for display	Actual Cost (Service Request) Affected Device (Incident, Problem) Alarm ID (Incident, Problem) Alarm ID (Incident, Problem)	Approaching Violation		
				Within SLA		
				Description		
			Alarm Received ( Incident)	Opened		
			Application Name ( Change Request)	<ul> <li>Updated</li> </ul>		
			Attached Requirement Documentation? ( Change Request)	Priority     Populator		
			Build Name ( Change Request)	Requester Organization		

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.

Advanced Ticket Center (Beta)			Actions +				
Advanced Ticket Center	Q Search	Scratchpad My Tickets					
7	**	Advanced Ticket Grid	-				
Views	-	Create View	SET AS DEFAULT APPLY SAVE & APPLY CANCEL				
Acme Inc open tickets Tickets Approaching or	5	View Name	Tickets Approaching SLA				
Unassigned Tickets	10	Ticket Type	Search & select ticket types				
CREATE VIEW CLEAR VIEW	Ø		Incident × Service Requ ×				
		Matching Criteria	Match Any Condition Below				
			1. SLA Compliance Status 🝷 = 💌 Approaching Violation 💌 🌐 🕇				
			2. SLA Compliance Status 🔹 = 💌 Breached SLA 🔹 💼 🕂				
		Columns for display	Actual Cost ( Service Request)     Case#       Affected Device ( Incident, Problem)     Status       Alarm Count ( Incident, Problem)     Reason       Alarm ID ( Incident, Problem)     Description       Alarm Received ( Incident)     Opened       Application Name ( Change Request)     Updated       Atached Requirement Documentation? (     Priority				

For more information please see <u>Product Documentation on Advanced</u> <u>Ticket Center</u>