

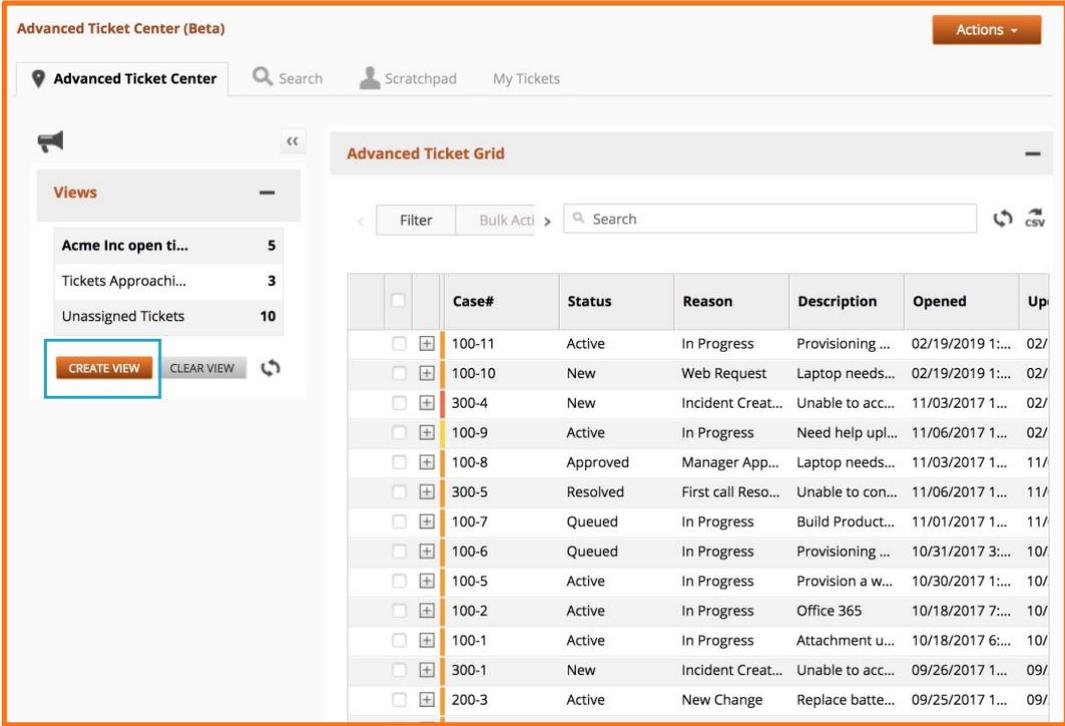
## SLA in matching criteria of a View

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:

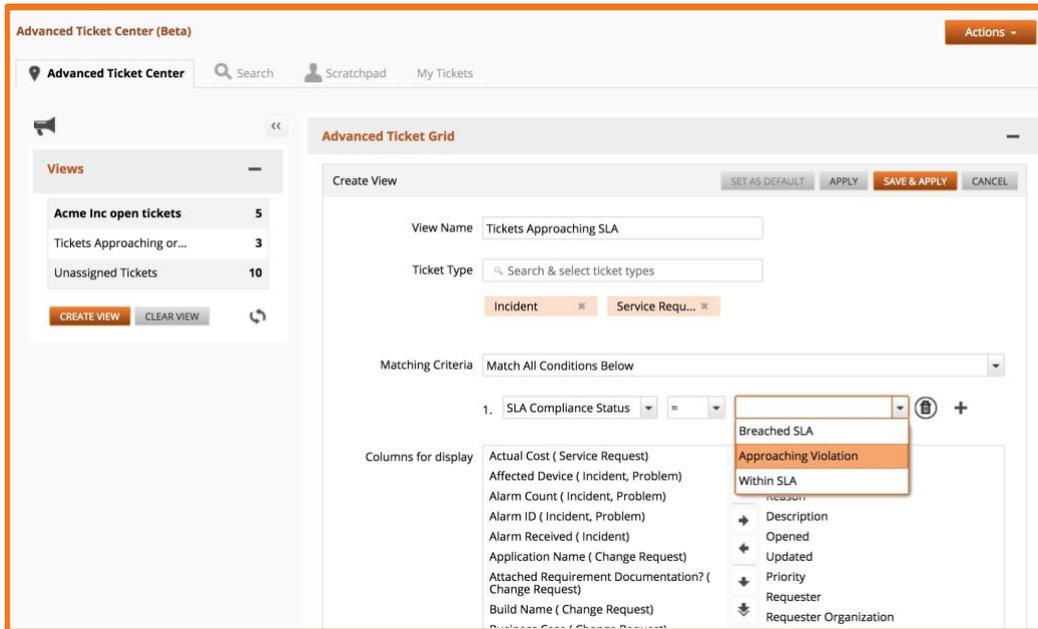
1. Under the Advanced Ticket Center Workspace, click on CREATE VIEW button to create a new View



The screenshot shows the Advanced Ticket Center (Beta) interface. On the left, there is a 'Views' sidebar with a 'CREATE VIEW' button highlighted in a blue box. The main area displays the 'Advanced Ticket Grid' with a table of tickets. The table has columns for Case#, Status, Reason, Description, Opened, and Up. The 'CREATE VIEW' button is located at the bottom of the 'Views' sidebar.

	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/

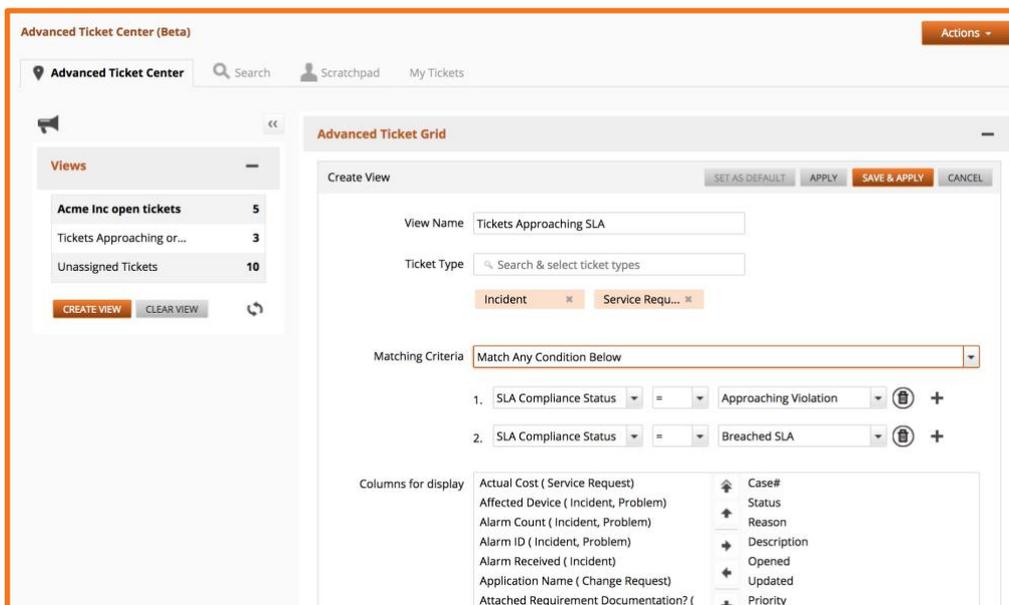
2. Give a name to your View  
Select the Ticket Types you'd like to monitor.  
Under Matching Criteria select **Match All Conditions Below**  
In the drop-down list select **SLA Compliance Status**  
and set it to match **Approaching Violation**. Click on Save & Apply button to save the changes.



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](#)