

SLA Behaviour



SLA Behaviour defines SLA Metric fields' behaviour in response to changing JIRA issue statuses and JIRA issue events. Thanks to that you can precisely define when a given action is supposed to be performed (e.g. when to start SLA count or when to pause it).

In response to changing JIRA issue events, the following actions can be performed: **Start/Resume, Pause, Finish, Cancel** and **Restart**.

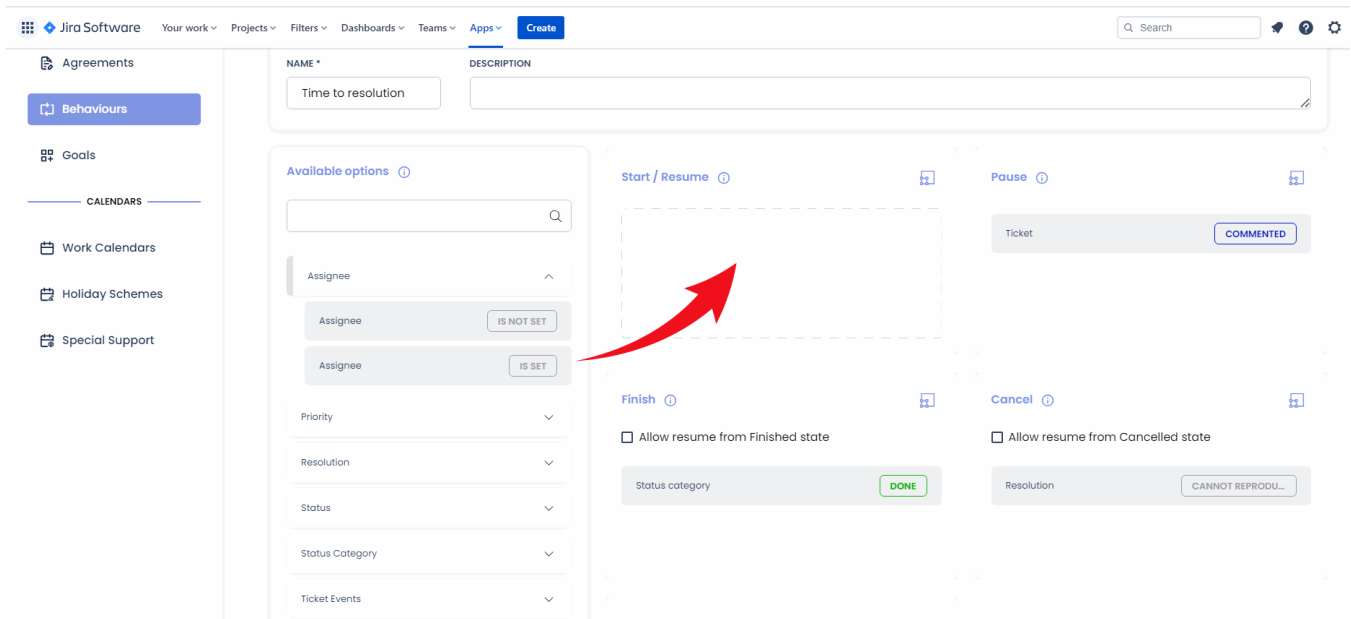
Restart action will reset the SLA Metric and the timer will start counting from 0.  sign on the SLA Metric indicates the timer was restarted.

Actions can be performed based on:

- Assignee (is set/is not set)
- Priority
- Resolution
- Status
- Status Category
- Ticket Events (ticket created/ticket commented)

Add a Behaviour

1. Go to Apps SLA for Jira Behaviours click Add SLA Behaviour.
2. Fill in the Name and optional description.
3. Drag and drop the desired events to respective action windows.
4. Click Save to confirm.



- ☐ Allow resume from Finished state - check this box if you want to allow SLA Metric to be resumed after it was Finished. If left unchecked, SLA Metric won't resume after Finished even if the required ticket event occurs.
- ☐ Allow resume from Cancelled state - check this box if you want to allow SLA Metric to be resumed after it was Cancelled. If left unchecked, SLA Metric won't resume after Cancelled even if the required ticket event occurs.

Edit a Behaviour

1. Go to Apps SLA for Jira Behaviours.
2. Locate the needed SLA Behaviour.
3. Click on three vertical dots in the Operations section Edit.
4. Make the necessary adjustments Save.

Delete a Behaviour

1. Go to Apps SLA for Jira Behaviours.
2. Locate the needed SLA Behaviour.
3. Click on three vertical dots in the Operations section Delete.
4. Confirm by clicking Remove.