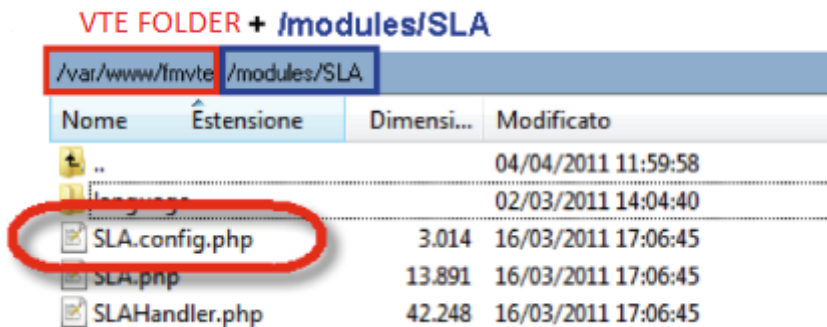


10.3.1 SLA configuration

To configure the SLA module, access the SLA.config.php file in the subfolder where the CRM modules/SLA is installed.



Then open the file with an editor (e.g. Notepad++):

```
1 1
2 2
3 3
4 4
5 5
6 6
7 7
8 8
9 9
10 10
11 11
12 12
13 13
14 14
15 15
16 16
17 17
18 18
19 19
20 20
```

The file allows you to define a series of settings related to the SLA count; details given below.

Module and status field definition

```
11 $sla_config['HelpDesk']=Array( //modulo al quale applicare lo SLA
12   'status_field'=>'ticketstatus', //campo stato del modulo
```

DO NOT CHANGE

Suspension statuses

It is possible to define one or more statuses for which the SLA count is interrupted:

```
13 'status_idle_value'=>Array( //stati del modulo per i quali il conteggio dello SLA è in "pausa"  
14 'Wait For Response',  
15 ),
```

In the figure, the SLA count is suspended if the ticket is placed in "Wait For Response" status.

Add a new status for suspension

To add a new state:

(a) add a new line to the configuration file as shown in the figure:

```
13 'status_idle_value'=>Array( //stati del modulo per i quali il conteggio dello SLA è in "pausa"  
14 'Wait For Response',  
15  
16 ),
```

(b) enter the value between quotation marks and then the comma as shown in the figure:

```
13 'status_idle_value'=>Array( //stati del modulo per i quali il conteggio dello SLA è in "pausa"  
14 'Wait For Response',  
15 'In attesa informazioni',  
16 ),
```

Annotations in the figure:
- A red arrow points to the opening quote on line 15, labeled "INITIAL QUOTE".
- A red arrow points to the closing quote on line 15, labeled "FINAL QUOTE".
- A blue arrow points to the comma on line 15, labeled "COMMA".

Warning! The configuration is case sensitive so pay attention to upper and lower cases!

Edit picklist values - Status

Select a value to edit:

Maintain

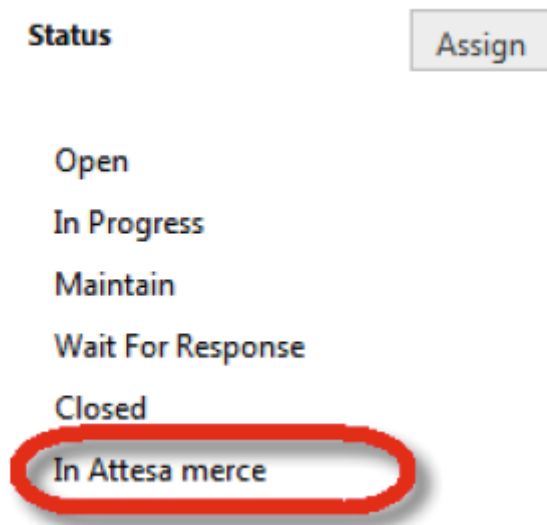
Non-editable values:

- Open
- In Progress
- Wait For Response
- Closed

Replace with:

Apply Cancel

Warning! For pre-configured and non-removable values, the value must be entered in English (access the CRM in English and view the values e.g. with the picklist editor):



Warning! For custom values entered through the Standard Picklist Editor, input exactly the value entered:

In the figure, the custom value entered is "Waiting for goods" (all custom values entered through the standard picklist editor remain unchanged even when accessing in different languages. In the example in the figure, the value entered in Italian remains unchanged even when accessing in English).

(c) save changes.

Statuses for counting to the Deadline

It is possible to define one or more statuses that cause an end to counting:

```
16     'status_close_value'=>Array( //stati del modulo per i quali considerare chiuso il ticket (si calcol
17         'Closed',
18     ),
```

Add a status for the Deadline

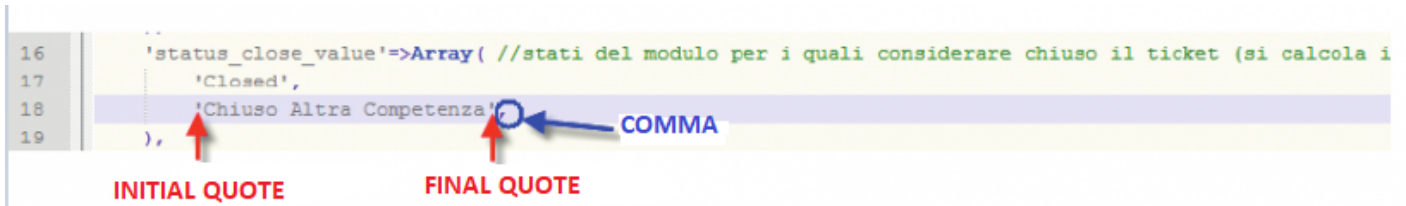
To add a new status:

(a) add a new line to the configuration file as shown in the figure:

```
16 | 'status_close_value'=>Array( //stati del modulo per i quali considerare chiuso il ticket (si calcola
17 |   'Closed',
18 |
19 | ),
```

(b) enter the value between quotation marks and then the comma as shown in the figure:

```
16 | 'status_close_value'=>Array( //stati del modulo per i quali considerare chiuso il ticket (si calcola i
17 |   'Closed',
18 |   'Chiuso Altra Competenza',
19 | ),
```



(c) save the changes

Due date and time

It is possible to define whether the Due Date and Due Time fields should be automatically recognised.

```
20 | 'auto_set_closing_datetime'=>true, // inserimento automatico data e ora chiusura una volta messo in stato chiuso
```

If so, the Due Date and Due Time will be automatically recognised as soon as the Status of the ticket takes on one of the values defined in the Statuses section of the paragraph for Counting to the Deadline.

If not, then Due Date and Due Time will have to be manually recognised.

Time slots

It is possible to define the time slot in which the service is to be considered active for each day of the week (therefore counted in the SLA calculation):

```
21 | 'hours'=>Array( //orario giornaliero nel quale effettuare il conteggio
22 |   0=>Array(Array("8:00","12:00"),Array("15:00","19:00")), //domenica
23 |   1=>Array(Array("8:00","12:00"),Array("15:00","19:00")), //lunedì
24 |   2=>Array(Array("8:00","12:00"),Array("15:00","19:00")), //martedì
25 |   3=>Array(Array("8:00","12:00"),Array("15:00","19:00")), //mercoledì
26 |   4=>Array(Array("8:00","12:00"),Array("15:00","19:00")), //giovedì
27 |   5=>Array(Array("8:00","19:00"),Array("15:00","19:00")), //venerdì
28 |   6=>Array(Array("8:00","12:00"),Array("15:00","19:00")), //sabato
29 | ),
```

Let's look at the structure of a line in detail. Each line is made up of two time slots, one for the morning and the other for the afternoon; thus each time slot contains an indication of the start time and end time:

```
26 | 4=>Array ( Array ("8:00", "12:00") , Array ("15:00", "19:00") ) , //giovedi
```

MORNING FRAME AFTERNOON FRAME

STARTING TIME ENDING TIME STARTING TIME ENDING TIME

Example 1 of modifying a time slot.

Let's suppose we want to change the Wednesday time slot: FROM 8.00-12.00 and 15.00-19.00 TO 8.00-13.00 and 14.30-18.30.

Let's intervene on the line that corresponds to the day "Wednesday" :

```
25 | 3=>Array (Array ("8:00", "12:00"), Array ("15:00", "19:00")), //mercoledi
```

e modifichiamo le fasce orarie:

```
25 | 3=>Array (Array ("8:00", "13:00"), Array ("14:30", "18:30")), //mercoledi
```

We therefore modify the line that corresponds to Wednesday

the file is then saved.

Example 2 of modifying a time slot.

Let's suppose you want to set Saturday to work only in the morning time slot 8.00-12.00.

We therefore modify the line that corresponds to Saturday:

```
28 | 6=>Array (Array ("8:00", "12:00"), Array ("15:00", "19:00")) //sabato
```

and we remove the code that refers to the afternoon time slot:

```
28 | 6=>Array (Array ("8:00", "12:00"), Array ("15:00", "19:00")), //sabato
```

so:

```
28 | 6=>Array (Array ("8:00", "12:00")), //sabato
```

and we save the file.

Excluded days of the week

It is possible to define which days of the week can be completely excluded from the counts:

```
28 | 6=>Array(Array("8:00","12:00")), //sabato
```

Add a day to exclude

To add a day to exclude:

(a) add a new line as in the figure:

```
30 | 'jump_days'=>Array( // giorni della settimana da saltare nel conteggio (0 = domenica 1= lunedì.....6 = sabato)
31 |   0,
32 |
33 | ),
```

(b) indicate the sequence of the day followed by a comma:

```
30 | 'jump_days'=>Array( // giorni della settimana da saltare nel conteggio (0 = domenica 1= lunedì.....6 = sabato)
31 |   0,
32 |   '1',
33 | ),
```

COMMA

Correspondence days and progressives:

Days	Progressive number
Sunday	0
Monday	1
Tuesday	2
Wednesday	3
Thursday	4
Friday	5

Saturday	6
----------	---

c) save the file.

Holidays in the year

It is possible to define days in the year that should be excluded from the count (public holidays):

```

33 'holidays'=>Array( //giorni nell'anno da saltare (in formato dd-mm)
34 '01-01', //capodanno
35 '06-01', //epifania
36 date("d-m",strtotime("+".easter_days(date('Y'))." day",mktime(0,0,0,3,21,date('Y')))). //pasqua
37 date("d-m",strtotime("+".(easter_days(date('Y'))+1)." day",mktime(0,0,0,3,21,date('Y')))). //pasquetta
38 '25-04', //liberazione
39 '01-05', //festa del lavoro
40 '02-06', //repubblica
41 '15-08', //assunzione
42 '01-11', //ognissanti
43 '08-12', //immacolata concezione
44 '25-12', //natale
45 '26-12', //santo stefano
46 ),

```

Add a holiday

For example, let's add a Patron Saint's day and assume it is celebrated on 5 June:

(a) add a new line as in the figure:

```

33 'holidays'=>Array( //giorni nell'anno da saltare (in formato dd-mm)
34 '01-01', //capodanno
35 '06-01', //epifania
36 date("d-m",strtotime("+".easter_days(date('Y'))." day",mktime(0,0,0,3,21,date('Y')))). //pasqua
37 date("d-m",strtotime("+".(easter_days(date('Y'))+1)." day",mktime(0,0,0,3,21,date('Y')))). //pasquetta
38 '25-04', //liberazione
39 '01-05', //festa del lavoro
40 '02-06', //repubblica
41 '15-08', //assunzione
42 '01-11', //ognissanti
43 '08-12', //immacolata concezione
44 '25-12', //natale
45 '26-12', //santo stefano
46
47 ),

```

(b) Indicate the day between quotation marks according to the 'gg-mm' pattern and then a comma as in the figure:

```

44 '25-12', //natale
45 '26-12', //santo stefano
46 '05-06', //patrono
47 ),

```

c) save the file.

Special days

It is possible to define special days. Special days may be: days in the year to be counted, although they are normally skipped; days with a different time window than normal:

```
48 'force_days'=>Array( //giorni nell'anno da contare nonostante siano da saltare, oppure quelli con una fine
49 //esempio Array("12-12"=>Array(Array("08:00","12:00"),Array("15:00","19:00")))
50 ),
```

Addition of a special day:

Let's suppose you want to define Christmas Eve as 8.00-12.00 and 14.00-16.00, then:

(a) add a new line as in the figure:

```
48 'force_days'=>Array( //giorni nell'anno da contare nonostante siano da saltare, oppure quelli con una
49 //esempio Array("12-12"=>Array(Array("08:00","12:00"),Array("15:00","19:00")))
50
51 ),
```

(b) then indicate the day and time slot in the format: 'gg-mm'=>Array(Array("hh:mm", "hh:mm"), Array("hh:mm", "hh:mm")), in the example we will add the following line:

```
48 'force_days'=>Array( //giorni nell'anno da contare nonostante siano da saltare, oppure quelli con una f
49 //esempio Array("12-12"=>Array(Array("08:00","12:00"),Array("15:00","19:00")))
50 '24-12'=>Array(Array("08:00", "12:00"), Array("14:00", "16:00")),
51
52 ),
```

c) save the file.

Calculated fields list

Do not change this section.

```

'fields'=>Array( //campi calcolati
  'time_elapsed',
  'time_remaining',
  'start_sla',
  'end_sla',
  'time_refresh',
  'sla_time',
  'due_date',
  'due_time',
  'time_change_status',
  'time_elapsed_change_status',
  'reset_sla',
  'ended_sla',
  'time_elapsed_idle',
),
);

```

DON'T EDIT

SLA Estimated Time

The field SLA Estimated Time field must be valorised with the estimated SLA resolution time associated with the ticket:

SLA timings	
Time Elapsed	Time remaining
2M 1w 4d 11h 12m 27s	0s
SLA start date	SLA Estimated Time
06-06-2017 13:19:07	20h
Due Date	Due time (hh:mm)
Idle Time Elapsed	Out SLA Time Elapsed
0s	2M 1w 3d 15h 12m 27s

Warning! During the insertion phase, the SLA Estimated Time must be stated with the value expressed in seconds:

SLA Estimated Time

Save - Cancel

3600

Automatic reported SLA Estimated Time

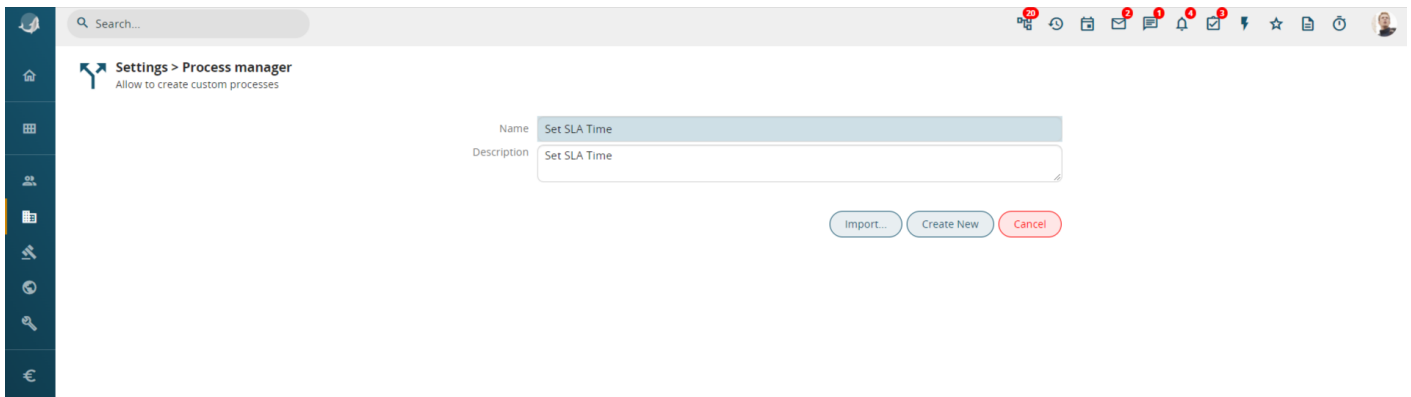
It is possible to configure vtenext in such a way as to automatically complete the SLA Estimated Time field through Process manager.

Example:

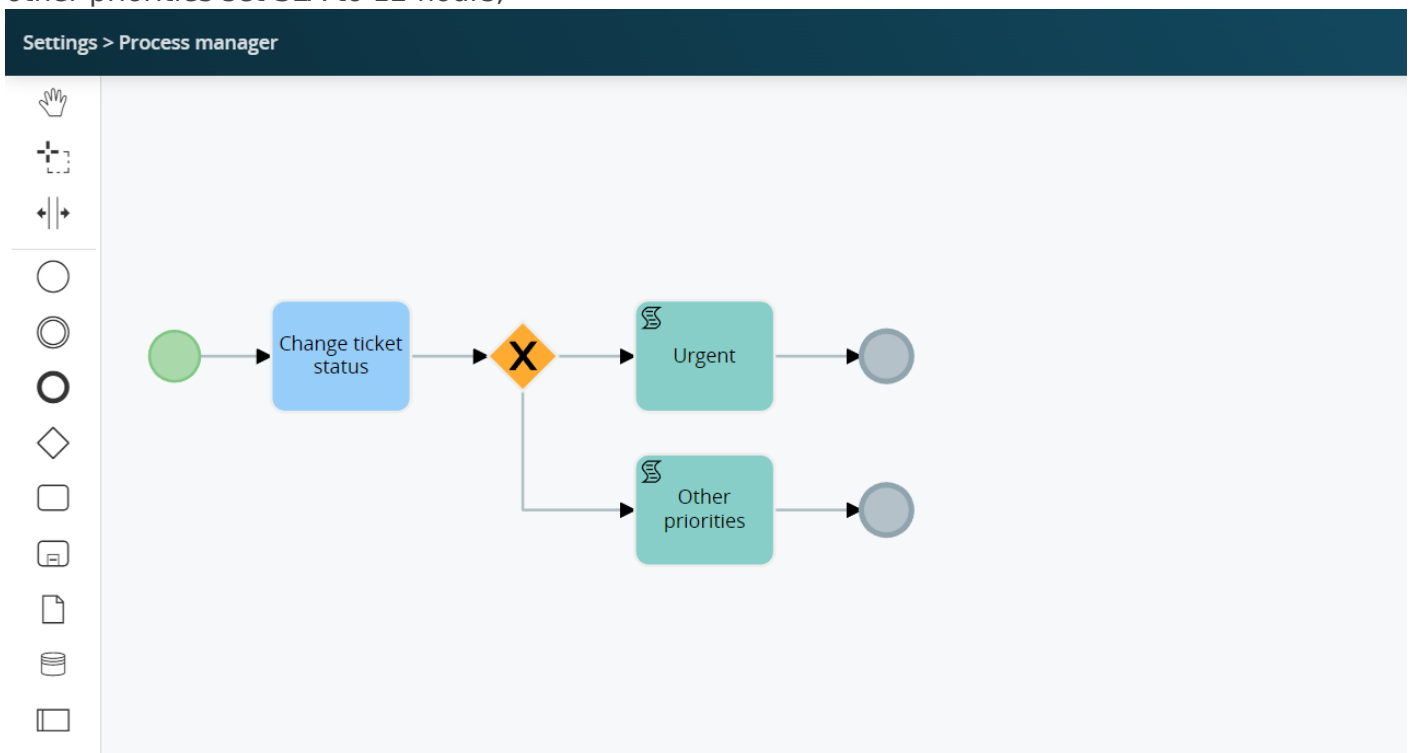
If the ticket is defined as blocking, then the SLA Estimated Time is 4 hours; otherwise it is 12 hours.

We therefore create a Process that sets the SLA Estimated Time on the basis of the blocking Failure Flag by selecting:

1. Move to Settings Business process Manager > Process Manager and click on New in the top right corner of the screen.
2. Insert a title and eventually a description aligned to the subject of the process, like in the following example:



3. Create a process that starts when the field priority is changed. The process has two different paths: urgent priority or other priorities. Now suppose that Urgent ticket set SLA to 4 hours instead other priorities set SLA to 12 hours;



4. Set up the condition inside the task "Change ticket status" as described below:

Entity: Ticket

When to run the check

- on create
- on create / change
- on change
- every time the condition is true
- when executed subprocess
- on relation with: Documents

Conditions

Priority è cambiato in Urgent

Nuova Condizione

Priority è cambiato in Low

Priority è cambiato in Normal

Priority è cambiato in High

Nuova Condizione

5. Now Set up the gateway to address the correct task if the process is urgent:

Change ticketstatus

Priority has changed to *Urgent*

ScriptTask: Urgent

Priority has changed to *Low* or Priority has changed to *Normal* or Priority has changed to *High*

ScriptTask: Other priorities

6. Lastly set up the two task "Urgent" and "Other priorities" in this way:

Action: Update entity

Save Cancel

SLA timings

<input type="checkbox"/> Time Elapsed	Seleziona Opzione...	<input type="checkbox"/> Time remaining	Seleziona Opzione...
<input type="checkbox"/> SLA start date	Seleziona Opzione...	<input type="checkbox"/> SLA end date	Seleziona Opzione...
<input type="checkbox"/> Update Time	Seleziona Opzione...	<input checked="" type="checkbox"/> SLA Estimated Time	Seleziona Opzione...
<input type="checkbox"/> Due Date	Select Option...	<input type="checkbox"/> Due time (hh:mm)	Seleziona Opzione...
<input type="checkbox"/> Time Last Status Change	Seleziona Opzione...	<input type="checkbox"/> Time Elapsed since Last Status Change	Seleziona Opzione...
<input type="checkbox"/> Reset SLA	No	<input type="checkbox"/> End SLA	No
<input type="checkbox"/> Idle Time Elapsed	Seleziona Opzione...	<input type="checkbox"/> Out SLA Time Elapsed	Seleziona Opzione...

14400

4 hours converted in seconds

Urgent priority, set the field SLA estimed time to 4 hours (that is 14400 seconds)

SLA timings

<input type="checkbox"/> Time Elapsed	Seleziona Opzione...	<input type="checkbox"/> Time remaining	Seleziona Opzione...
<input type="checkbox"/> SLA start date	Seleziona Opzione...	<input type="checkbox"/> SLA end date	Seleziona Opzione...
<input type="checkbox"/> Update Time	Seleziona Opzione...	<input checked="" type="checkbox"/> SLA Estimated Time	Seleziona Opzione...
<input type="checkbox"/> Due Date	Select Option...	<input type="checkbox"/> Due time (hh:mm)	Seleziona Opzione...
<input type="checkbox"/> Time Last Status Change	Seleziona Opzione...	<input type="checkbox"/> Time Elapsed since Last Status Change	Seleziona Opzione...
<input type="checkbox"/> Reset SLA	No	<input type="checkbox"/> End SLA	No
<input type="checkbox"/> Idle Time Elapsed	Seleziona Opzione...	<input type="checkbox"/> Out SLA Time Elapsed	Seleziona Opzione...

12 hours converted in seconds

Other priorities, set the field SLA estimed time to 12 hours (that is 43200 seconds)

Reset SLA

The SLA Reset Flag allows you to reset the counts in progress to zero and restart them when the SLA count is set.

SLA timings	
Time Elapsed	Time remaining
0s	0s
SLA start date	SLA end date
16-04-2018 13:05:32	00-00-0000 00:00:00
Update Time	SLA Estimated Time
16-04-2018 13:05:32	0s
Due Date	Due time (hh:mm)
Reset SLA	Save - Cancel End SLA
<input type="checkbox"/>	no

Procedure:

1. flag the "Reset SLA" field to reset all counts to zero:

SLA timings	
Time Elapsed	Time remaining
0s	0s
SLA start date	SLA end date
16-04-2018 13:05:32	00-00-0000 00:00:00
Update Time	SLA Estimated Time
16-04-2018 13:05:32	0s
Due Date	Due time (hh:mm)
Reset SLA	End SLA
si	no
Idle Time Elapsed	Out SLA Time Elapsed
0s	0s

2. then reload the page to view the new counts:

SLA timings ☰	
Time Elapsed	Time remaining
0s	0s
SLA start date	SLA end date
09-07-2019 11:52:49	00-00-0000 00:00:00
Update Time	SLA Estimated Time
09-07-2019 11:52:49	0s
Due Date	Due time (hh:mm)
Reset SLA	End SLA
no	no
Idle Time Elapsed	Out SLA Time Elapsed
0s	0s

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