

# Get Started

## Server Cloud

Time to SLA offers everything you need to manage an unlimited number of SLAs. Follow the steps in this section to start keeping track of your SLAs with ease!

## Step 1 - Create a Calendar

You can define your own business days/hours within Time to SLA, which uses this to calculate the remaining time on SLAs. In order to do this you need to create a calendar before you can define an SLA or, alternatively, you can use the predefined 7x24 calendar. Time to SLA allows you to create an unlimited number of calendars.

You can also:

- Set as many business time frames as you need for a business day.
- Define holidays as either full days or custom hours (i.e. half days) and recurring or non-recurring.

[? Learn how to create a calendar](#)

## Step 2 - Create an SLA

After you have created a calendar, you can create an SLA. Time to SLA allows you to define an unlimited number of SLAs.

You can also:

- Trigger an SLA to start/end based on status, date fields and comments.
- Differentiate SLAs based on the priority of issues.
- Set SLA Goals as duration, negotiation date or dynamic duration.
- Select one of the calculation methods.
- Narrow down the scope of an SLA using JQL functions.

[? Learn how to define an SLA](#)

## Step 3 - Track Your SLA

Now you have defined an SLA, it's time to track it. Time to SLA offers an **SLA Panel** and custom fields to make it easy for you to track your SLAs.

The custom fields are:

- **Time to SLA Custom Field** displays the remaining or overdue time as a countdown according to the SLA contract and working calendar.
- **SLA Indicator Custom Field** shows brief information on whether SLAs have been met, are currently in breach or are still in progress.
- **Overdue Custom Field** displays breach details if the SLA for the issue is completed and breached.
- **SLA Overview Custom and Tab Field** lets you see all SLA activities for an issue.
- **SLA Dates Custom Field** enables you to see any SLA date for an issue.

[? Learn more about tracking an SLA](#)

## Step 4 - Get Handy Reports & Gadgets

You will probably have numerous issues and SLAs on the go at any one time, so you will need to be able to see the overall status and performance at a glance. Time to SLA offers customizable reports and many gadgets for this:

- Periodic Met vs. Exceeded SLAs Chart Gadget
- Periodic Met vs. Exceeded Issues Chart Gadget
- SLA Status Pie Chart Gadget
- SLA Success/Fail Counts Chart Gadget
- SLA Success/Fail Rates Chart Gadget
- SLA Duration Chart Gadget
- SLA Working Duration Analysis Gadget

## Install

### Get Started

#### Create Your SLA

- Create a Calendar
  - Add Business Days/Hours
  - Define Length of Business Day
  - Add Holidays
  - Add Shared Holidays
- Set When the SLA Starts
- Set When the SLA Ends
- Set SLA Goal
  - Create a TTS - Duration Field
    - Set a Default Value within the TTS - Duration Field
- Configure an SLA
  - Update an SLA
  - Set Pause Conditions for SLAs
  - Reset an SLA
  - Set a Notifier for an SLA
    - SLA Notifier Parameters
  - Clone an SLA
  - Change Workflow of an SLA
  - Delete an SLA
- Regenerate SLA Data
- Where is my SLA?

#### Track Your SLAs

- The SLA Panel
  - Configure the SLA Panel
- The Time to SLA Custom Field
- The SLA Indicator Custom Field
- The Overdue Custom Field
- The SLA Overview Tab Field
- The SLA Overview Custom Field
- The SLA Dates Custom Field
- Add a Custom Field
  - Configure a Custom Field
- Customer Portal SLAs

#### Get Handy Reports & Gadgets

- Create an SLA Report
  - Create an SLA Report Using a Saved Configuration
- Add the Periodic Met vs Exceeded SLA Gadget
- Add the Periodic Met vs Exceeded Issue Gadget
- Add the SLA Status Pie Chart Gadget
- Add the SLA Success/Fail Counts Chart Gadget
- Add the SLA Success/Fail Rates Chart Gadget
- Add the SLA Durations Chart Gadget
- Add the SLA Working Duration Analysis Chart Gadget
- Exporting Issues

#### SLA Search

[? Learn more about reports and gadgets](#)

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- [SLA Search 3.0 JQL Functionalities](#)
- [SLA Search 2.0 JQL Functionalities](#)

### **Settings**

- [Change General Settings](#)
- [Define SLA Calculation Scope](#)
- [Reschedule Tasks](#)
- [Set Up an Escalation Service](#)
- [Clear Cache](#)
- [Advanced Configuration](#)

### **Permissions**

#### **Export & Import Your SLAs**

- [Export Your SLAs](#)
- [Import Your SLAs](#)

### **Knowledge Base**

- **Common Problems**
  - SLA will not disappear when value field in JQL filter within its definition is updated.
  - SLA is missing for issues created with e-mail.
  - SLA calculation issues in workflow transitions.
  - Time to SLA custom field does not display any value.
  - I cannot use the Time to SLA field to search or order.
  - I cannot see all SLAs within an issue.
  - SLA values in database tables are incorrect.
  - SLA permissions do not work with project roles.
  - Problems with performance during issue transitions.
  - I cannot enable the TTS Plugin.
  - Canceling the reset SLA action for an issue.
  - Lack of query optimization in custom JQL functions.
  - 65K issue limit in JQL functions.
  - Data within Time to SLA gadgets is data missing or inconsistent.
- **Guide**
  - [How to Create a Diagnostics Report for an Issue](#)
  - [How to Enable Detailed Logging](#)
  - [How to Save Chrome Console Logs to a File](#)
  - [How to Use SLA Data Stored in Database](#)
- **FAQ**
  - [How can I configure an SLA to end the next business day?](#)
  - [How can I create a shared SLA Goal \(Uptime SLA\)?](#)
  - [How can I integrate Time to SLA with eazyBI?](#)
  - [How can I keep old SLA data whilst changing SLA definitions?](#)
  - [How can I reorder SLAs shown in the SLA Panel or Time to SLA Custom Field?](#)
  - [How can I send custom SLA notifications to Slack?](#)
  - [How can I use different SLA calendars based on custom field value?](#)
- [REST Services](#)
- [Groovy Scripts for TTS Fields](#)

## **Time to SLA Privacy Policy**

### **Where is the EULA?**

### **Archive**

- [Calendar \(Legacy\)](#)
- [Comparison by SLA Features for Time to SLA \(TTS\) and Enhancer \(JEP\)](#)
- [We're Adjusting 'Server License' Pricing on May 1, 2019](#)