

Getting started



[See our new Get started document](#) in which we describe all the steps to create your SLA contract.

Time to SLA (TTS) add-on is designed to keep track of and analyze your SLAs.

TTS offers custom calendars for your SLAs, custom fields to watch your SLAs, customizable SLA panels, SLA reports, notifiers, more than 20 JQL functions to get specific search results and so much more.

Your team can set multiple statuses or custom date/time fields or event comments as SLA Start and End.

It also offers REST services and more unique features which set TTS apart from other apps.

With TTS, your team will keep up with their SLAs with ease.

Let's get started.

Time to SLA:	First Response	<input checked="" type="checkbox"/>	0 HOURS 27 MINUTES 13 SECONDS
	Normal Resolution SLA	<input type="checkbox"/>	3 HOURS 45 MINUTES 3 SECONDS

Description
Click to add description

Origin Status **Open**
Target Status **Resolved**
SLA Value **5h**
SLA Start Date **1 hour ago**
SLA Target Date **Tomorrow 11:38 AM**

Attachments

Time to SLA:	Handle Issues	<input checked="" type="checkbox"/>	0 HOURS 21 MINUTES 23 SECONDS
	Negotiated Resolution SLA	<input type="checkbox"/>	SLA HAS NOT STARTED YET
	Negotiation Phase	<input type="checkbox"/>	0 HOURS 23 MINUTES 37 SECONDS
	First Response	<input checked="" type="checkbox"/>	0 HOURS 27 MINUTES 13 SECONDS
	Normal Resolution SLA	<input type="checkbox"/>	4 HOURS 23 MINUTES 37 SECONDS