

Resetting SLA

✔ See our new [reset an SLA document](#) in which we describe all resetting options.

Under some conditions, resetting SLA counter might be needed. It resets the counter, and countdown starts to count from zero.

Resetting SLA can be done by three options:

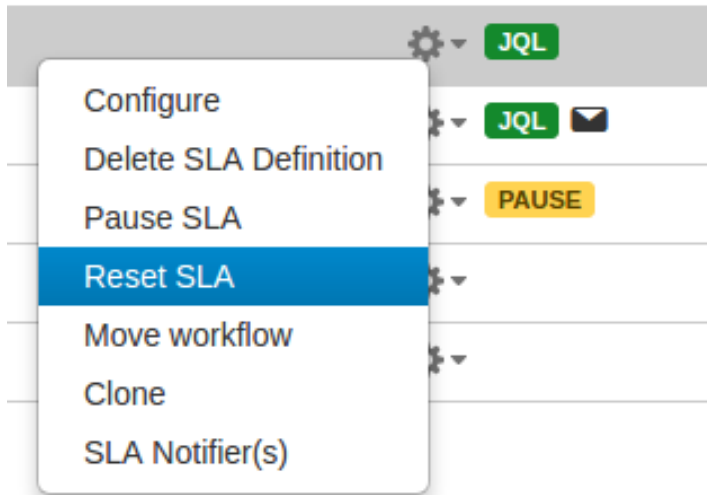
1. SLA Definition > Reset SLA
2. Reset SLA Post function
3. Reset SLA from "Reset SLA" link

Reset SLA upon field changes

In this type of resetting option, SLA will be reset whenever the selected fields change. Every SLA definition can have their own resetting options.

Configuring the Reset SLA is as follows:

First select **Reset SLA (Set Reset Conditions for version 9.0.0+)** option after clicking cog icon next to SLA definition.



Select the field(s) and/or custom field(s) in order to reset SLA whenever at least one of them changes

Reset SLA

Please check the fields that you want to reset SLA whenever these fields change

JIRA fields

- Assignee
- Due Date
- Issue Type
- Priority
- Project
- Resolution

Custom fields

- Additional Field
- SLA End Datetime
- SLA Negotiation Date
- SLA Start Datetime
- Unique Number

OK Cancel

Reset SLA Post function

You can also reset SLA by using "TTS - Reset SLA" Workflow Post Function.

This type of Reset SLA is done through workflows.

Go to page **JIRA Admin > Issues > Workflows** click **Edit** link on any of the workflows.

| Name | Last modified | Assigned Schemes | Steps | Operations |
|------------------------|--------------------|-------------------------------|-------|-----------------------|
| TTS Project Workflow ⓘ | 23/Dec/15 admin | • TTS Project Workflow Scheme | 7 | View Edit Copy |

Click any of the transitions or just add a new transition by **Add Transition** link.

| Step Name (id) | Linked Status | Transitions (id) | Operations |
|----------------|---------------|---|---|
| Open (1) | OPEN | Reset SLA (721) >> RESET SLA <i>Start Progress (4)</i> >> IN PROGRESS <i>Resolve Issue (5)</i> >> RESOLVED <i>Close Issue (2)</i> >> CLOSED | Add Transition Delete Transitions · Edit · View Properties |

Switch to "Post Functions" tab and click **Add post function**

Conditions 0 Validators 0 Post Functions 5

The following will be processed after the transition occurs

[Add post function](#)

1. Set issue status to the linked status of the destination workflow step.
2. Add a comment to an issue if one is entered during a transition.
3. Update change history for an issue and store the issue in the database.
4. Re-index an issue to keep indexes in sync with the database.
5. Fire a **Generic Event** event that can be processed by the listeners.

Find **TTS - Reset SLA** and click on **Add** button

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Add Post Function To Transition

| Name | Description |
|---|--|
| <input type="radio"/> Assign to Current User | Assigns the issue to the current user if the current user has the 'Assignable User' permission. |
| <input type="radio"/> Assign to Lead Developer | Assigns the issue to the project/component lead developer |
| <input type="radio"/> Assign to Reporter | Assigns the issue to the reporter |
| <input type="radio"/> Notify HipChat | Send a notification to one or more HipChat rooms. |
| <input type="radio"/> TTS - Notify overdue transition | Post function to notify transition that has exceeded time limit within specified period. |
| <input type="radio"/> TTS - Reset SLA | Post function to allow resetting SLA counters |
| <input type="radio"/> Trigger a Webhook | If this post-function is executed, JIRA will post the issue content in JSON format to the URL specified. |
| <input type="radio"/> Update Issue Field | Updates a simple issue field to a given value. |

[Cancel](#)

With this resetting type you can select either restarting or invalidating SLA.

Lastly, select SLAs which should be reset within the transition

Add Parameters To Function

Add required parameters to the Function. ;

Select SLAs and reset type

Reset type

- Restart current SLA (counter counts from beginning)
- Invalidate current SLA (SLA is not active anymore)

Filter:

| | SLA Name | Priority | SLA Start | SLA End | SLA Value | Calendar |
|-------------------------------------|------------------|----------------|-------------|-------------|-----------|--------------|
| <input checked="" type="checkbox"/> | All SLAs | | | | | |
| <input checked="" type="checkbox"/> | Finalize Issue | All priorities | Resolved | Closed | 3h | 24x7 |
| <input checked="" type="checkbox"/> | Normal Resolve | All priorities | Open | Resolved | 4h | Working Days |
| <input checked="" type="checkbox"/> | Trivial Finalize | Trivial | Open | Closed | 1d | 24x7 |
| <input checked="" type="checkbox"/> | Urgent Fix | Blocker | In Progress | Resolved | 1h | Urgent |
| <input checked="" type="checkbox"/> | Urgent Handle | Blocker | Open | In Progress | 20m | Urgent |

That's it.

[Workflows](#) / [TTS Project Workflow \(Draft\)](#)

Transition: Reset SLA



Screen: None - it will happen instantly

Conditions **0**

Validators **0**

Post Functions **6**

The following will be processed after the transition occurs

1. Reset below SLAs
 - o **All SLAs**
2. Set issue status to the linked status of the destination workflow step.
3. Add a comment to an issue if one is entered during a transition.

Do not forget to publish the workflow to see post function in action.

Reset SLA data from "Reset SLA" link



Warning

As of version 9.0.0, Reset SLA link is moved to Time to SLA menu in issue actions area.

Click **More** in the issue screen to expand and click **Reset SLA** from the list.

| |
|---------------------|
| Log Work |
| Attach files |
| Voters |
| Stop Watching |
| Watchers |
| Create Sub-Task |
| Convert to Sub-Task |
| Move |
| Link |
| Clone |
| Labels |
| Regenerate SLA data |
| Reset SLA |
| Delete |

Select SLAs to apply and reset time from the dialog.

Reset SLA

Select SLAs of the issue TP-49 that you want to reset

Select SLAs

Select Date

Enter the reset date of the SLAs. Leave blank to use current time.

Click **Proceed** to reset SLA data.