

Target Helpdesk Training

HelpDesk and KnowledgeBase Solutions Designed for Professionals

SLA Management

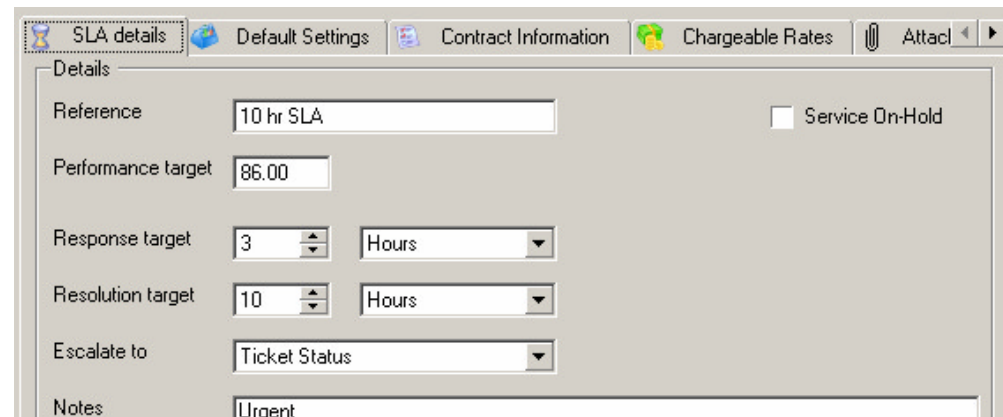
Service Level Agreements

A service level agreement defines the relationship between two parties: the provider and the recipient.

For example the time allowed to follow up on a support call and the time it takes to resolve.

Normally you will aim to achieve a percentage of this as part of the agreement.

SLAs are simply contracts, these can be on a per company basis, or on a per request, i.e. based on severity of the call.



The screenshot shows a software interface for configuring Service Level Agreements (SLAs). The window title is "SLA details" and it has several tabs: "Default Settings", "Contract Information", "Chargeable Rates", and "Attach". The "Details" section contains the following fields:

- Reference: 10 hr SLA
- Performance target: 86.00
- Response target: 3 Hours
- Resolution target: 10 Hours
- Escalate to: Ticket Status
- Notes: Urgent

There is also a checkbox labeled "Service On-Hold" which is currently unchecked.

Service Level Agreements

SLA Details

Under the SLA details settings you can setup references, follow-up times, due-by times and escalation contacts.

Reference - This is the name of the Service Level Agreement, examples being '10hr SLA'

Expires - This allows you to specify when the SLA expires, useful for when SLA's are based on contracts as you can end the SLA on the day the contract ends.

Performance Target - For use with reports and the management dashboard, specify the percentage of calls you aim to successfully close on or before the due dates.

Response Target - Specify how long before you respond to the ticket (either send an email or add a follow-up note). This can be in minutes, hours, days etc.

Resolution Target - Specify how long before you have dealt with the ticket (either send an email or add a follow-up note). This can be in minutes, hours, days etc.

Escalate to - When a ticket has breached its SLA have the ticket escalated to this user for example team leader.

Notes - Enter any relevant notes for the SLA to either help identify it or explain its purpose.

Service Level Agreements...

Default Settings

Under the default settings you can further setup any or all of the following - Status, Category, Priority and also the default assignee (this can be a queue or an operator).

Another configurable option is to automatically include certain users in the TicketWatch. This allows you to have any of the following changes cause an email to be sent - Status, Category, Priority, Assignee and if the notes have been updated. You can then choose who these emails go to either: -

Requestor - This is the person who has requested the ticket.

When in the desktop, this is the contact identified in the requestor dropdown list. For the inbound emails, the requestor is the client contact identified (when the system can associate the email with a client contact, otherwise this is the "system" account).

Operator - The operator is the person who logged the call.

From the desktop this would be the current user logged in. From an inbound email, this is the person who sent the email.

Assignee - This can be any operator in Target Helpdesk and is usually used when you require that TicketWatch emails are used for internal communication.

Attachments

Documents such as original service contract pdf's can be attached to an SLA for future reference



Chargeable Rates

Default chargeable rates are used in the Time and Materials can also be used in conjunction with Auto-time Tracking.

These are setup in the SLAs so that different rates can be used as defaults against different companies and different service agreements.

The screenshot shows a software interface for managing chargeable rates. It features a table with the following data:

| Name | Chargeable Rate |
|-------------------|-----------------|
| Premium | 95.00 / Hour |
| Base Rate | 55.00 / Hour |
| Onsite | 395.00 / Day |
| Telephone Support | 95.00 / Day |

Below the table are two buttons: 'Add' (with a green plus icon) and 'Remove' (with a red minus icon). To the right of the table is a form for editing a rate. The 'Rate name' field contains 'Telephone Support'. The 'Rate' field shows '95.00 /' followed by a dropdown menu currently set to 'Day'. The 'Is Default?' checkbox is unchecked.

When a chargeable rate is used, its name is then stamped against the Time and Materials entry.

Identify your standard chargeable rate by flagging the rate as the "default" to speed up time entry.