


CRM 1.3.0 End of SLA support

New Features

End of SLA support

SLA was moved to [HelpDesk for JIRA](#). You will get this add-on for free (first year support and renewals), if you already have paid CRM for JIRA before release this version. Just [let us know](#), and we will give you the free license. With the HelpDesk for JIRA you could track SLA like in CRM for JIRA.

**SLA Migration Guide**

As you already know, the SLA field, post-functions, settings, etc, are moved to HelpDesk. You have to do some actions to keep your SLA settings from CRM.

First of all. Some setting are moved automatically:

- Work-time Schemas (moved to Administration/Add-ons/Teamlead/HelpDesk/SLA)
- Color Schemas (moved to Administration/Add-ons/Teamlead/HelpDesk/SLA)
- SLA Custom Field (you will see clone field of your SLA with all your SLA conditions and JQLs)

Second. Some settings you have to define manually:

- Replace SLA post-functions in workflows. Just go to workflow and remove old CRM SLA post-function, than add new HelpDesk SLA post-function.
- Replace SLA custom-field in JQL filters, gadgets, e-mail templates, etc. Because the custom-field id was changed.

See the guide [how to define SLA in HelpDesk](#). Any way, if you will have any questions or issues [let us know](#).

Improvements

- New JQL-operator: **issuesByField**. It helps you find issues related with current issues by **custom field** AND **custom JQL**. Look the guide for more information [HelpDesk JQL operators](#).

Fixed Bugs

1. Minor bugs were fixed.

Issues

Key	Summary	T	Status
No issues found			