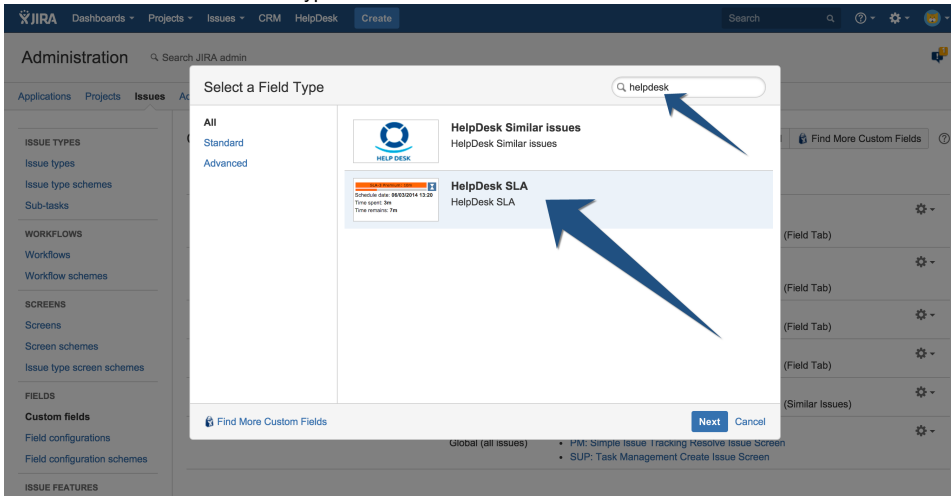


Setting Up SLA Custom Field

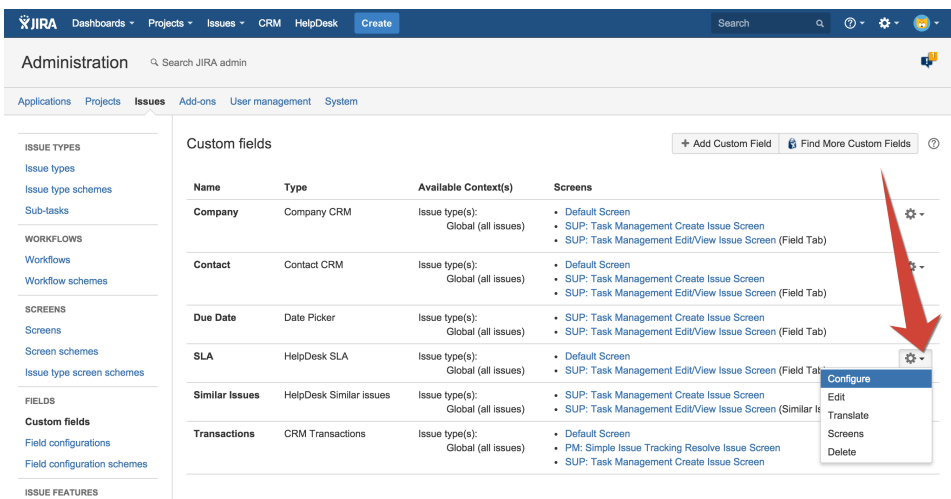
Let's set up SLA durations for resolving issues for different SLA's.

To set up SLA

1. go to the **Administration > Custom fields** menu.:
2. add a new custom field with **SLA** type



3. Set up conditions for SLA levels: while creating a field - add it to the **issue view screen**. Then you need to set duration times for every SLA:



4. Go to **Edit Set Up** the Field:

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ISSUE FEATURES

Configure Custom Field: SLA

Below are the Custom Field Configuration schemes for this custom field. Schemes are applicable for various issues types in a particular context. You can configure a custom field differently for each project context or in a global context. Moreover, project level schemes will over-ride global ones.

Add new context

View Custom Fields

Default Configuration Scheme for SLA

Default configuration scheme generated by JIRA

Applicable contexts for scheme: Edit Configuration

Issue type(s):
Global (all issues)

Default Value: Edit Default Value
Not defined

Set up HelpDesk SLA: Edit Set up HelpDesk SLA
Not defined

For every SLA you should specify:

- **SLA name** (free text, for example: "SLA-1 Premium")
- **SLA time** interval in minutes
- **Working Calendar** (see [Setting Up Work Time Calendar for SLA](#))
- **Color Scheme** (see [Setting Up the Color Scheme for SLA](#))
- **Condition** (JQL-query)

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Set up HelpDesk SLA: SLA

SLA	SLA time	Calendar	Color schema	JQL condition	
<input type="text"/>	<input type="text"/>	<div>Default</div>	<div>Default</div>	<input type="text"/>	Add
SLA-1 Platinum	60	Default	Default	project = premium	Delete
SLA-2 Gold	120	Default	Default	issuetype = bug AND priority = critical	Delete
SLA-3 Bronze	960	Default	Default	reporter in membersOf('customers')	Delete

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