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:

Administration a se	earch JIRA admin							
pplications Projects Issues	Add-ons User mar	nagement System						
ISSUE TYPES	Custom fields				+ Add Custom Field	S Find More Custom Fields		
Issue type schemes	Name	Туре	Available Context(s)	Screens				
Sub-tasks WORKFLOWS	Company	Company CRM	lssue type(s): Global (all issues)	Default Screen SUP: Task Managem SUP: Task Managem	gement Create Issue Screen gement Edit/View Issue Screen (Field Tab)			
Vorkflows Vorkflow schemes	Contact	Contact CRM	lssue type(s): Global (all issues)	 Default Screen SUP: Task Manageme SUP: Task Manageme 	ent Create Issue Screen ent Edit/View Issue Screen	(Field Tab)		
screens	Due Date	Date Picker	Issue type(s): Global (all issues)	SUP: Task Managem SUP: Task Managem	ent Create Issue Screen ent Edit/View Issue Screen	(Field Tab)		
Screen schemes Issue type screen schemes	SLA	HelpDesk SLA	Issue type(s): Global (all issues)	Default Screen SUP: Task Manageme	ent Edit/View Issue Screen	(Field Tat		
FIELDS	Similar Issues	HelpDesk Similar issues	Issue type(s): Global (all issues)	SUP: Task Managem SUP: Task Managem	ent Create Issue Screen ent Edit/View Issue Screen	(Similar It Translate		
Field configurations	Transactions	CRM Transactions	Issue type(s): Global (all issues)	 Default Screen PM: Simple Issue Training SUP: Task Management 	cking Resolve Issue Screer ent Create Issue Screen	Screens Delete		

4. Go to Edit Set Up the Field:

ÖJIRA Dashboards - Proje	cts ≁ Issues ≁ CRM HelpDesk Create		Search	Q (? ▼	\$ -	- 🔁
Administration a se	arch JIRA admin					ę
Applications Projects Issues	Add-ons User management System					
ISSUE TYPES Issue types Issue type schemes	Configure Custom Field: SLA Below are the Custom Field Configuration schemes for differently for each project context or in a global context	this custom field. Schemes are applicable for various issues types . Moreover, project level schemes will over-ride global ones.	in a particular context. You can	configure a cus	tom field	0
Sub-tasks WORKFLOWS	View Custom Fields				\$	1
Workflows	Default Configuration Scheme for SLA					
SCREENS Screens	Detault configuration scheme generated by JIRA Applicable contexts for scheme:	Edit Configuration Issue type(s): Global (all issues)				
Screen schemes	Default Value:	Edit Default Value				
Issue type screen schemes	Set up HelpDesk SLA:	Edit Set up HelpDesk SLA				
FIELDS		Not defined				
Custom fields						
Field configurations						
Field configuration schemes						
ISSUE FEATURES						

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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Administration 9.5	earch JIRA admin						ę
Applications Projects Issues	Add-ons User management	System					
	Set up HelpDesk SLA: : SLA	SLA SLA Cal time	endar	Color schema	JQL condition		
	I		əfault 🗘	Default \$		Add	
	SLA-1 Platinum	60 De	fault	Default	project = premium	Delete	
	SLA-2 Gold	120 De	fault	Default	issuetype = bug AND priority = critical	Delete	
	SLA-3 Bronze	960 De	fault	Default	reporter in membersOf('customers')	Delete	
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