

Setting Up the Color Scheme for SLA

- [SLA field highlights](#)
- [Define a color scheme](#)
- [Association the color scheme with SLA field](#)

SLA field highlights

To get more visibility we can colorize SLA field. Color could be depend on critical level. For example, we should use red color for blocker issues and blue color for new non-critical issues:

Support

Filter Results: Support New Issues						
Reaction Time ↑	T	Key	Summary	Company	Reporter	SLA Karma
01/02/2014 21:24 10m / Overdue		SUP-3	Bug in the add-on	Teamlead	Anton Kolin (Teamlead)	-1
19/02/2014 11:59 10m / 0s		SUP-1	Error in the CRM field	Microsoft	Bill Gates (Microsoft)	-3
19/02/2014 12:10 10m / 10m		SUP-2	Please add REST API	Teamlead	Bob Rodger (Oracle)	-2
19/02/2014 12:20 30m / 20m		SUP-5	Can't load the report	Facebook	Mark Zuckerberg	0
19/02/2014 12:50 1h / 50m		SUP-8	CRM Billing report	Oracle	Bob Rodger (Oracle)	-2
1-5 of 5						

Define a color scheme

To define a custom color scheme we should go to the **HelpDesk Administration > SLA** settings:

ApplicationsProjectsIssuesAdd-onsUser managementLatest upgrade reportSystemCRMHelpDesk

HELPDESK ADMINISTRATION
Access
User Dashboard
Notifications
Inline Search
SLA
Customer Satisfaction
Related Issue
Customer Portal
Look & Feel
Comment Templates
Audit

🔊 ?

Calendars

Name

Add

⋮

Schedule

ChangeDelete

Color scheme

Name

Add

⋮

Colors scheme

ChangeDelete

Time settings

Hours per day

8

Days per week

5

Save

Projects with Karma listener on assignee changing

Project

Field

DEMO

Investigation Time

Add

In the scheme we can add color rules for each critical level:

Teamlead

Time (In minutes)

Color

Add

10

Delete

1

Delete

-1000

Delete

Закрыць

⚠ To define a specific color for overdue tasks (remaining time is already negative = spent time is bigger than SLA interval) we should define a big negative number.

Association the color scheme with SLA field

Now we must do association the custom color scheme with a specific SLA field. To do it, go to the Custom Fields menu and find our SLA field. After that choose a custom color scheme:

Set up SLA: Total Duration

SLA level	SLA time interval (min)	SLA calendar	SLA color schema	JQL condition	
SLA - 1 Premi	<input type="text"/>	Default	Default	<input checked="" type="checkbox"/>	Add
SLA - 2 Medium	240	Teamlead Schedule	Teamlead Colors	project=Support	Delete
SLA - 1 Premium	120	Teamlead Schedule	Teamlead Colors		Delete