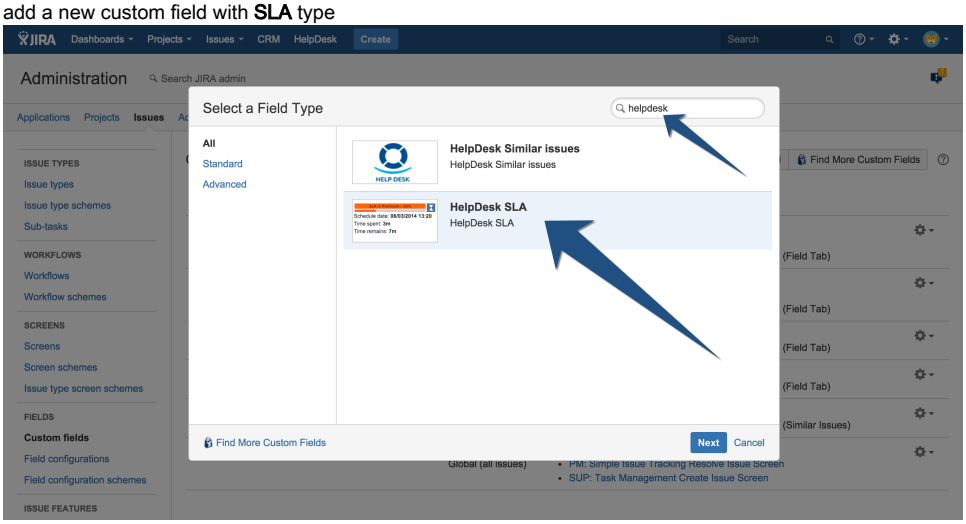
Setting Up SLA Custom Field

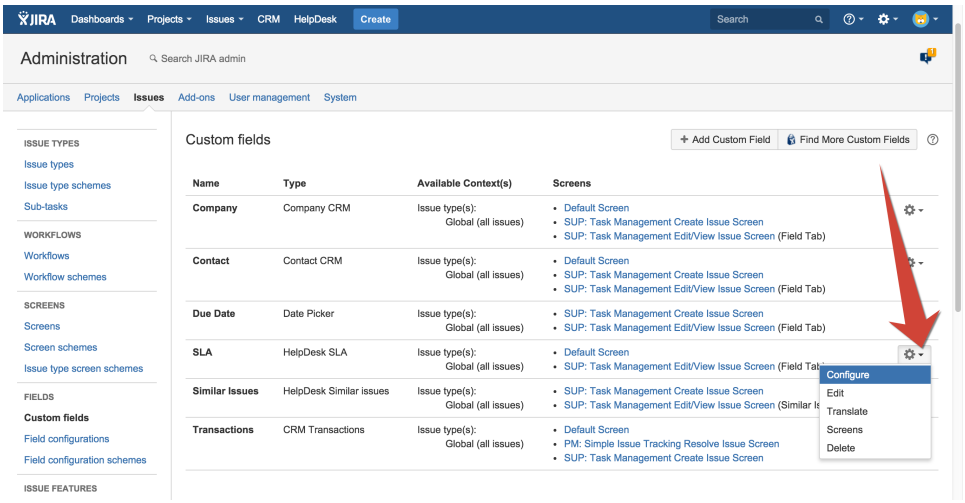
Let's set up SLA durations for resolving issues for different SLA's.

To set up SLA

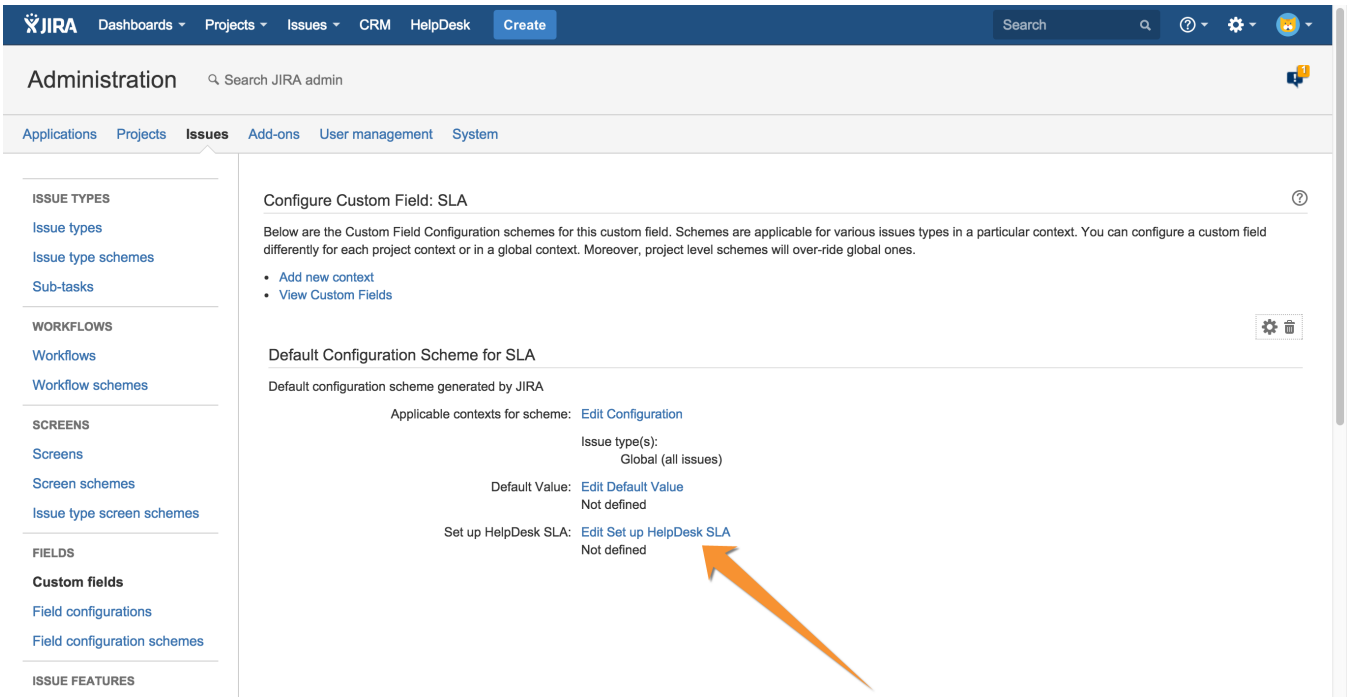
1. go to the **Administration** > **Custom fields** menu.:
2. add a new custom field with **SLA** type



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:

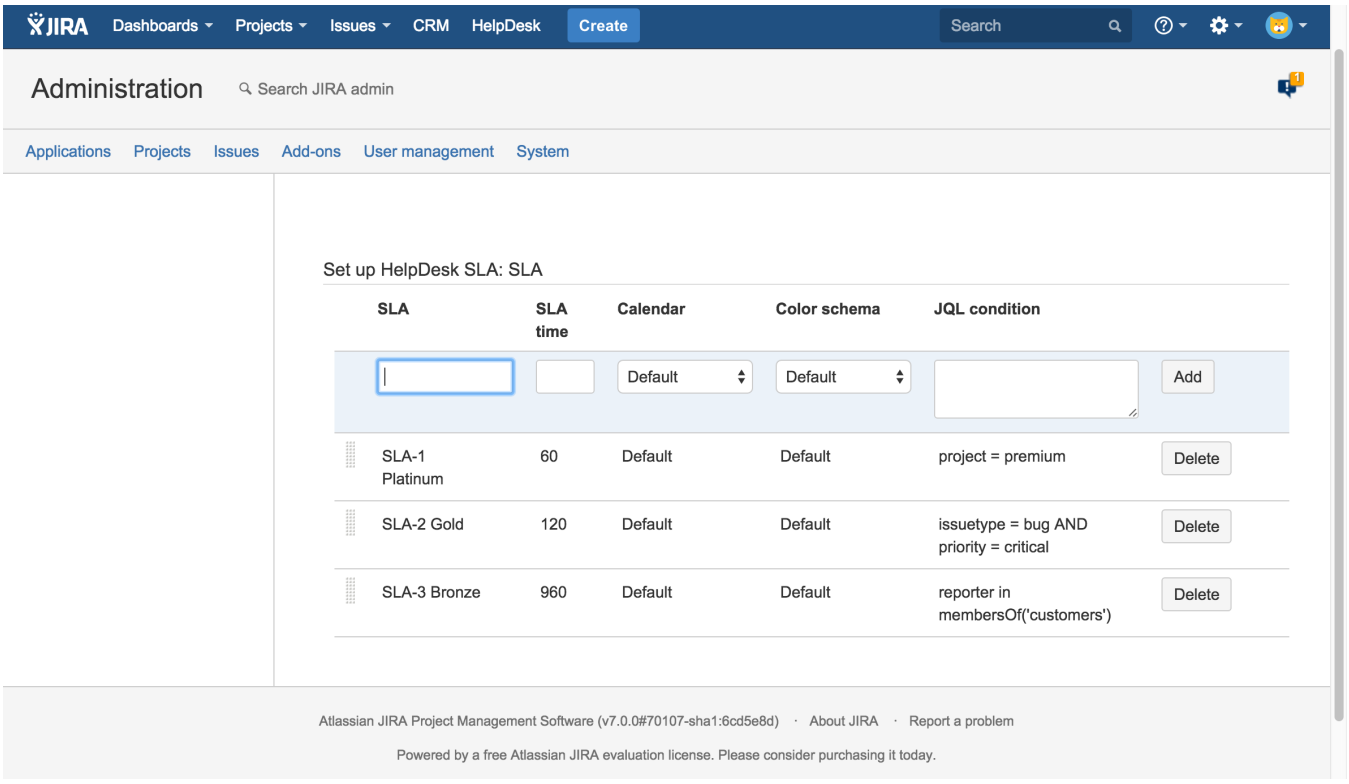


4. Go to **Edit Set Up** the Field:



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)



⚠ Notice. The highest conditions has more priority.