Ideas

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SLA			

Short summary of idea*

Be able to cancel a Traffic Light SLA.

Application/Area

Infocapture

Description

Hi there,

Further to my communication in ticket 026043, I feel that there is a fundamental flaw in the logic surrounding traffic lights and SLA's, in that once set, you can only ever change it to something else, and never cancel or unset it.

To me, Traffic Lights would be used to "highlight" something special about a ticket - you use them to indicate when a ticket has been open too long and breached service level agreements. But what happens when the thing you are using them to highlight goes away? You're stuck with only being able to set it to something else. This could be a positive status like "On track" or "OK", but there is no need to proactively state it is fine as this means you'll end up with a mix of tickets that never went to SLA and thus have nothing, and those that say they're OK.

We should have some simple way to simply say "when this condition/trigger is true, UNSET the Traffic Light/SLA".

Please consider this. It would have no effect for those who don't wish to use it, and would solve a great issue for us.

Many thanks.

Mike

Total Likes

2