

Service levels and response targets

Customer support

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Service levels and response targets

Set how fast you will respond and resolve, and be warned before you miss a target.

Intermediate · About 25 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Available with the **Customer Support** add-on, which any plan can add. Contact us to add it.

Overview

A **Service Level Agreement (SLA)** is your promise about response and resolution times, such as "reply within 4 hours and fix within 2 days for high priority". Hesabu ERP tracks each issue against it and shows if you are late.

Prerequisites

A **Holiday List** (search for it), so weekends and public holidays are not counted against you. The issue types and priorities you use.

Steps

1. Search for **Service Level Agreement** and click **Add Service Level Agreement**.
2. Enter a name. Optionally tick **Default Service Level Agreement**, or choose an **Entity Type** (*Customer*, *Customer Group* or *Territory*) and the **Entity**.
3. In **Working Hours**, add a row for each working day with its **Start Time** and **End Time**.
4. In the **Priorities** table, enter for each priority the **First Response Time** and the **Resolution Time**.
5. Choose the **Holiday List**.
6. Tick **Enabled** and save. First turn on **Track Service Level Agreement** in **Support Settings**.
7. Create a test issue. The **Response By** and **Resolution By** dates appear on it.

Be alerted

Create a **Notification** that emails the team lead when an issue is close to its target. See Workflows and notifications.

See how you are doing

Open the **First Response Time for Issues** report, and the **Issue Analytics** report.

Practical example

Standard Support: 8:00 to 17:00, Monday to Friday. High priority issues need a reply within 2 hours and a fix within 8. An issue raised at 16:00 on Friday has its first response due at 9:00 on Monday, not 18:00 on Friday.

Important notes

- Promise only what you can deliver. A missed SLA is worse than a longer one.
- Set longer targets for low priority issues.
- Premium customers can have their own SLA.

Common mistakes

- Forgetting the holiday list.
- Giving every issue the highest priority.

Next steps

Read Warranty claims and maintenance visits.

Related documentation

- Logging and resolving customer issues
- Workflows and notifications
- Leave types, allocations and applications