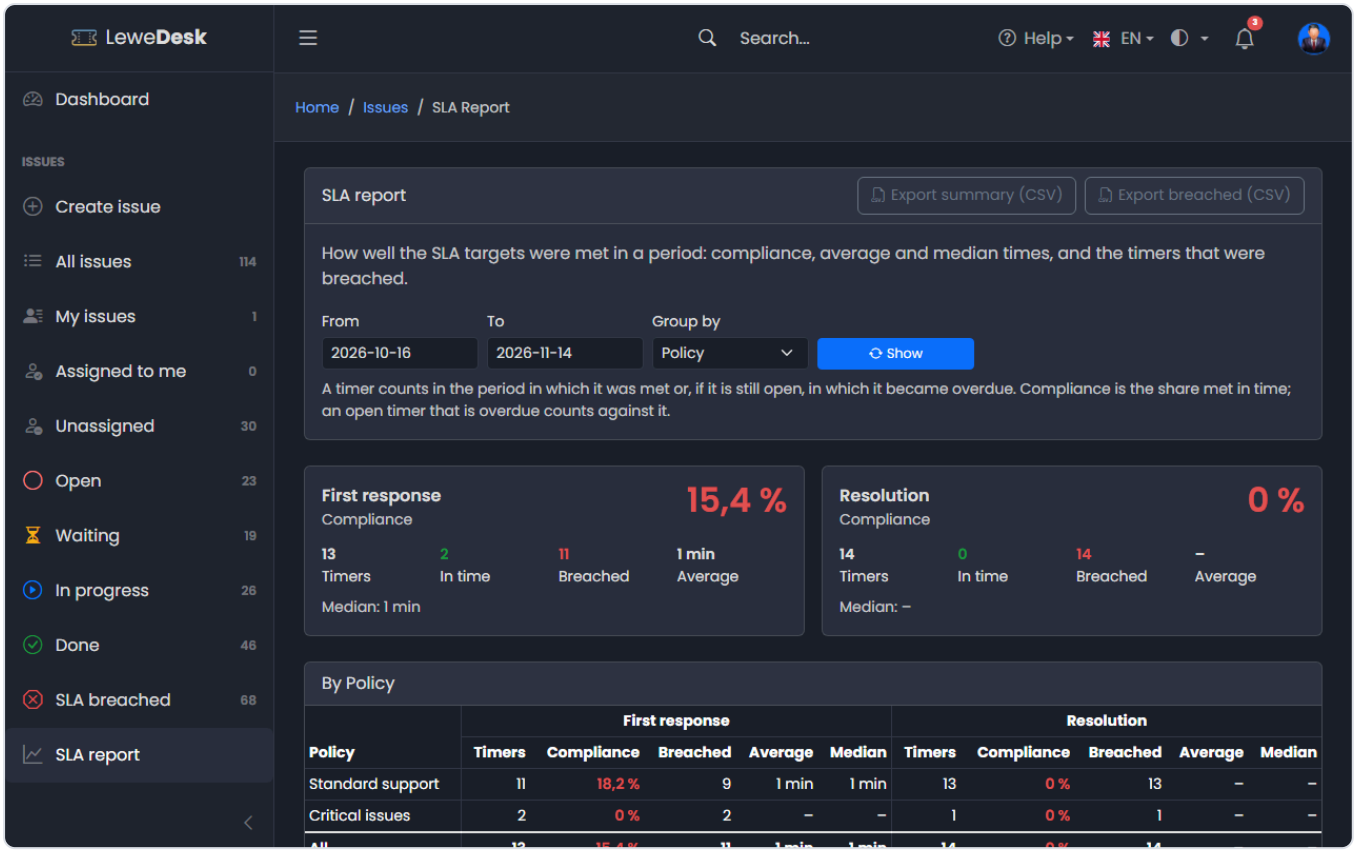
SLA Report



The SLA report shows how well the targets of your SLA policies were met in a period. Open **SLA report** in the sidebar, or click the compliance tile on the dashboard. You need the permission `view_sla`. The report only counts issues you may see.

Period and grouping

Field	Description
From, To	First and last day of the period, both included, in the time zone of your browser. The default is the last 30 days. The longest period is 366 days.
Group by	**Policy** (default), **Product**, **Assignee** or **Priority**

Click **Show** to update the report.

What is counted

A timer is counted in the period in which its **outcome** happened:

- it was **met** (in time, or late), or
- it is still open and became **overdue**.

Not counted are timers that are not due yet, timers that are paused, and timers of deleted issues. The **compliance** is the share of the timers that were met in time. An open timer that is overdue counts against it, so a team that never answers its breached issues does not look good.

> A timer that is met late is counted when it is met. If you answer a breached issue after the end of a period, it moves from that period to the one in which it was answered. A report of a past period can therefore change a little until all breached timers are closed.

The numbers come from what each timer stored (target, result, due time), not from the policy as it is today. Changing a policy later does not change the report. Policy is the policy the timer started with. Product, assignee and priority are the **current** values of the issue.

Cards and table

- One card per metric (*First response* and *Resolution*) shows the **compliance** (green from 95%, amber from 80%, red below), the number of timers, how many were in time and breached, and the **average** and **median** time that met timers needed in working time.
- The table below lists each group with both metrics side by side and a total row. Groups with the most timers come first. Issues without an assignee are in the group *None*.

Breached timers

The list **Breached timers** shows each breached timer with a link to the issue, the metric, the policy, the assignee, the target, the outcome (*met* late or still *open*) and

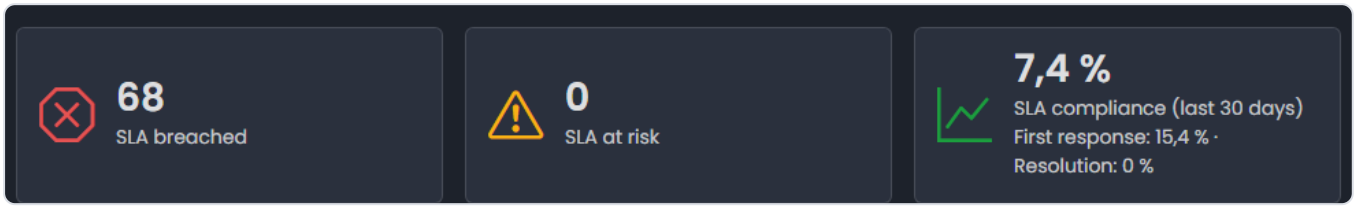
by how much it is **over**. The newest are first, the page shows up to 500.

Export

Button	File
Export summary (CSV)	One row per group and metric, plus a total row
Export breached (CSV)	One row per breached timer, up to 20,000 rows

The files are UTF-8 with a byte order mark, so Excel reads umlauts correctly. Cells that a spreadsheet could take for a formula are made safe with a leading apostrophe.

Dashboard tiles



Users with `view_sla` see three more tiles on the dashboard:

Tile	Meaning
SLA breached	Issues with a breached timer. Click it to open the quick view *SLA breached*.
SLA at risk	Issues with a timer that is at risk. Click it to open the issue list with that filter.
SLA compliance	Compliance of the last 30 days (30 times 24 hours back from now) with the two metrics below. Click it to open this report.

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