SLA

SLAs are used to prioritise between requests waiting in different queues. SLA's can be regarded as service-goals per queue, e.g. emails to support shall be answered within 5 hours, while telephone calls to sales shall be answered within 30 seconds.

A request that waits in a queue has at any given point in time an

SLA-score = [(The request's actual wait time in queue x 100) / the queue's predefined SLA] + Vip points

When a request has waited in a queue for as long as the queue's predefined SLA, it has SLA-score = 100 (unless it is given Vip points).

VIP-points are only relevant for services with VIP features, giving certain callers (or written requests) priority.

> **Note**
>
> If an SLA is not defined for a queue, any VIP points given to a request arriving in this queue is ignored when prioritising requests.

Examples

- *120 seconds waiting time in a Queue with SLA=60 seconds gives SLA-score=200*

- *30 seconds waiting time in a Queue with SLA=60 seconds gives SLA-score=50*

The standard solution is that the request with the highest SLA-score is sent to the first ready agent that can answer a request from the queue.

A queue's SLA-score in Queue overview is the request with the highest SLA-score.