

## Puzzel Ticketing - Release Notes October 20th 2020

The following updates will be made to Puzzel Ticketing on 20th October 2020. These are categorised as additional features, improvements to existing and bug fixes.

### Additional Features

There are no additional features in this release.

### Improvements:

#### SLA option in Tasks

SLA options such as Response Target and Resolve Target for Follow-up Tasks can be set in minutes, hours or days in the Follow-Up Task window or in the Ticket Page as shown in the pictures below.

When a Follow-up Task have the SLA options enabled, an email and in-app notifications will be sent to the allocated user(s) when:

#### 20% time remaining before:

reminder time + duration set for Response Target

completed time + duration set for Resolve Target

#### Expired after:

reminder time + duration set for Response Target

completed time + duration set for Resolve Target

### **Bug fixes:**

There are no bug fixes in this release