

BRD for

Module Name - Ticket CRM - SLAs

Project Information

Client : Revalsys Technologies

Project : RevalERP-Ticket CRM

Module : Ticket CRM - SLAs

Title of the BRD

Ticket CRM - SLAs

Purpose/Objective**Purpose:**

The SLA Management framework helps ensure that customer requests and issues are handled **on time and in a consistent way** from start to finish.

It allows the business to:

- Set clear time limits for responding to and resolving tickets
- Decide priorities based on how urgent or important an issue is
- Pause the SLA clock when work cannot continue (for example, waiting for customer input)
- Automatically alert or escalate issues if deadlines are at risk
- Track progress and performance using one easy-to-view dashboard

Impact Analysis - BRD**How SLA Will Impact for Existing Open Tickets****1. Ticket Eligibility**

SLA will be applied only to tickets that are:

- Not closed
- Not resolved
- Currently in active statuses (In Progress, Assigned, Open, etc.)

2. SLA Start Time for Existing Tickets

This is the **most critical part**.

There are two practical approaches:

Option A (Recommended & Safe)

- SLA starts from the **SLA enablement time** (go-live time).
- Past ticket time is **ignored**.
- SLA calculation begins fresh from enablement.

This avoids unfair or instant breaches.

Option B (High Risk – Not Recommended by Default)

- SLA starts from:
 - Ticket creation time **or**



System calculates SLA using historical timestamps.

This can cause **immediate SLA breaches**.

What Happens After SLA Is Applied

3. First Response & Resolution SLA

- SLA will be calculated based on:
 - Ticket priority
 - Configured response and resolution times
 - Working hours (Business / 24x7)
- SLA timers start running for all eligible open tickets.

4. Escalations for Existing Tickets

- Escalations may trigger:
 - If SLA time is already near or exceeded
 - If historical time is considered

This can lead to:

- Sudden escalation alerts
- High volume of notifications

5. Pause Status Handling

- If an existing ticket is already in a **pause status**:
 - SLA will remain paused
- SLA will resume only when the ticket moves to an active status.

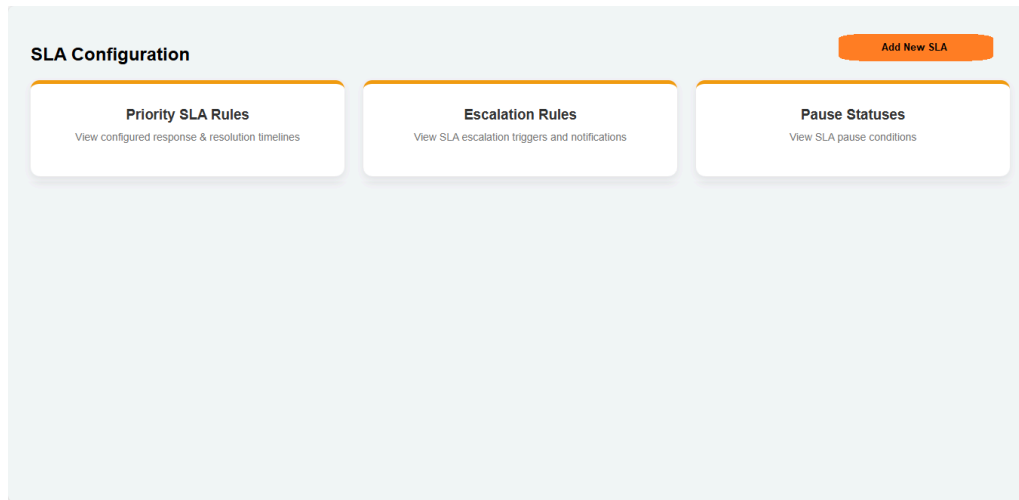
Possible Impacts of Applying SLA to Existing Tickets

Operational Impacts

1. Many tickets may **immediately appear as breached**.
2. Sudden increase in escalation emails and alerts.
3. Teams may feel SLA is unfair for old tickets.
4. SLA reports may look poor initially.
5. Management dashboards may show high breach counts.

Upload Flow Diagram

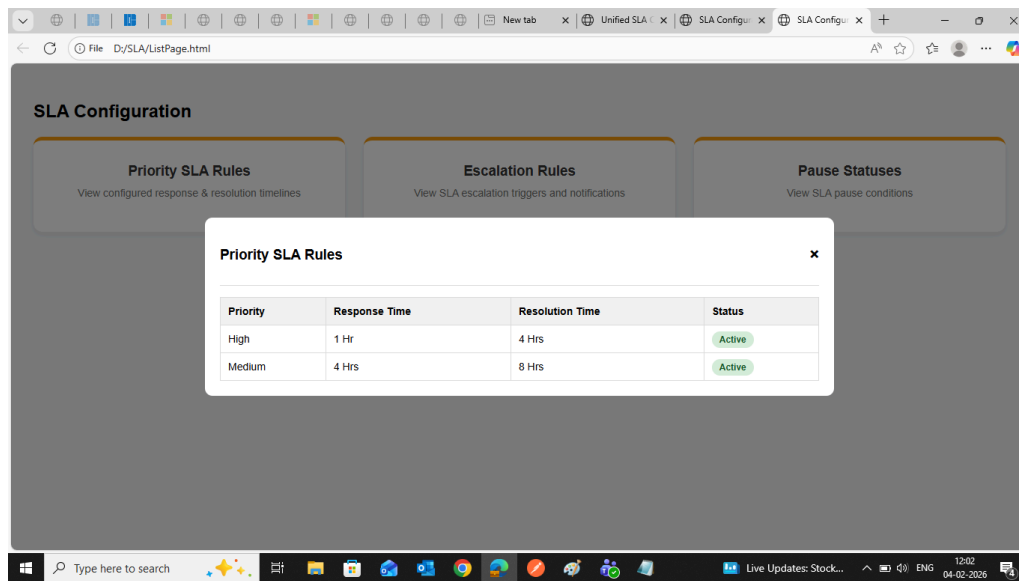
WireFrame



Comment

List Page for SLA - Above Images are only for reference not standard

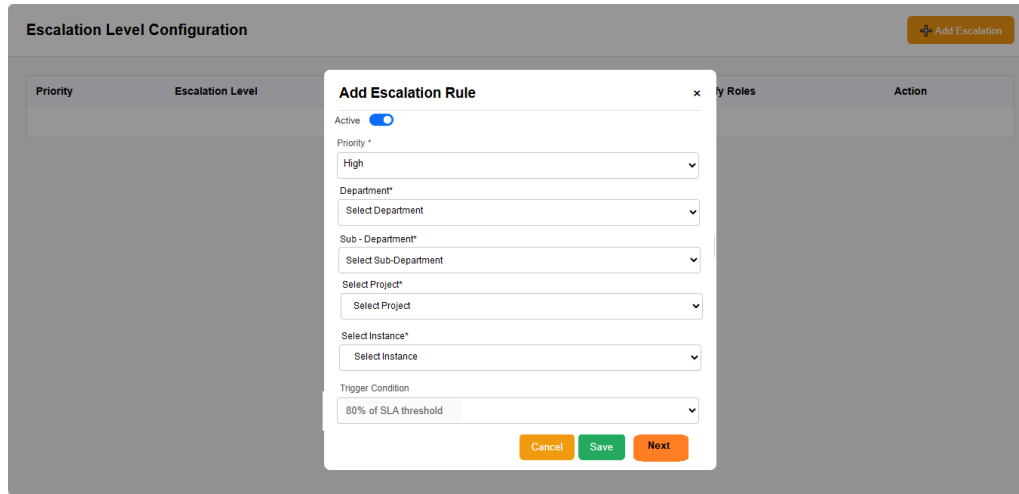
WireFrame



Comment

Priority SLA List Page - Above Images are only for reference not standard

WireFrame



Escalation Level Configuration + Add Escalation

Priority	Escalation Level	By Roles	Action

Add Escalation Rule ×

Active

Priority *
High

Department*
Select Department

Sub - Department*
Select Sub-Department

Select Project*
Select Project

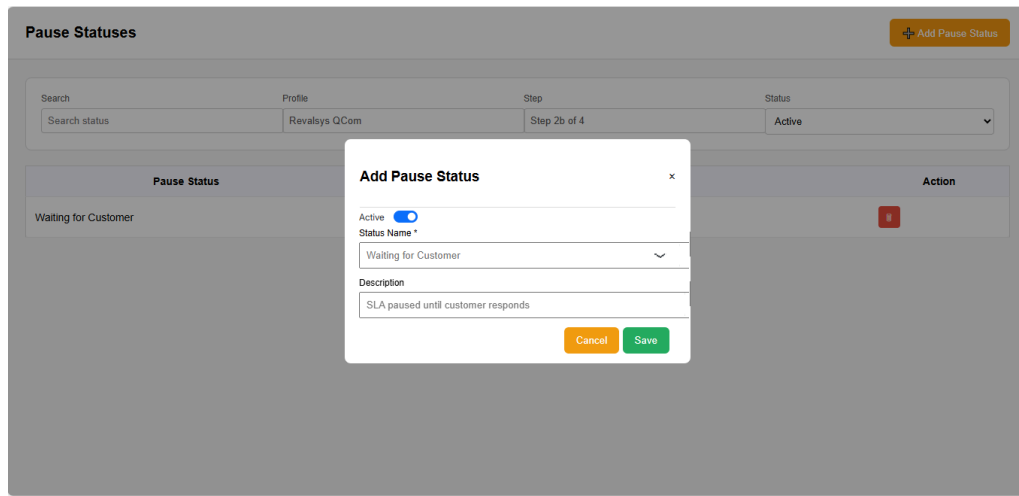
Select Instance*
Select Instance

Trigger Condition
80% of SLA threshold

Cancel Save Next

Comment

WireFrame



Pause Statuses + Add Pause Status

Search	Profile	Step	Status
Search status	Revalsys QCom	Step 2b of 4	Active

Pause Status	Action
Waiting for Customer	

Add Pause Status ×

Active

Status Name *
Waiting for Customer

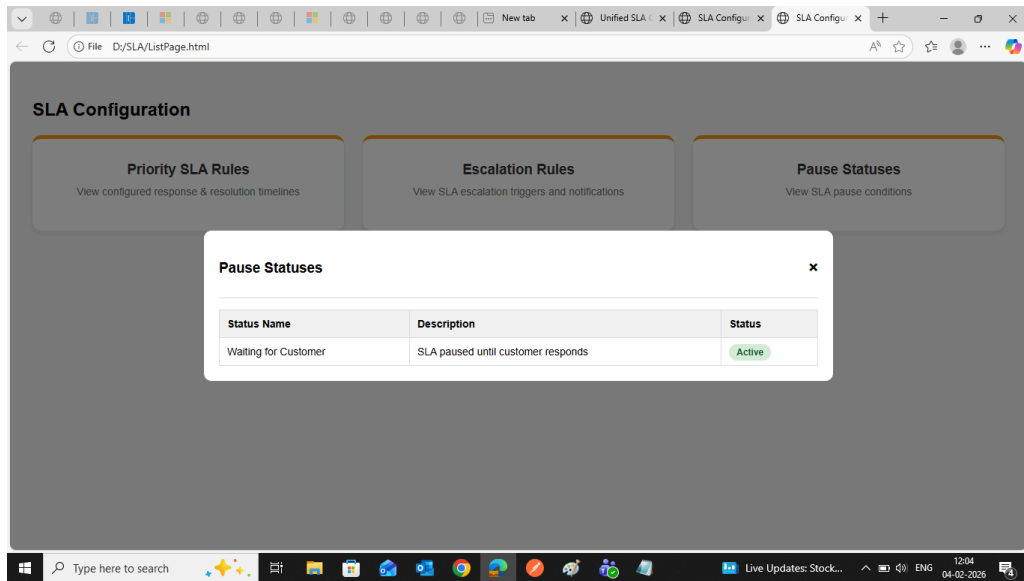
Description
SLA paused until customer responds

Cancel Save

Comment

WireFrame

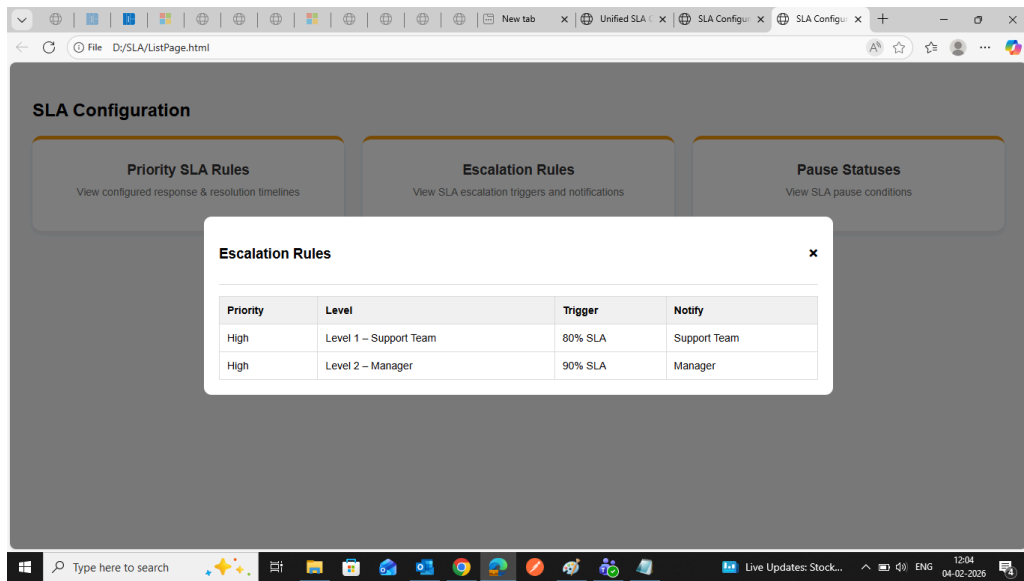




Comment

Pause status List Page - Above Images are only for reference not standard

WireFrame



Comment

Escalation List Page - Above Images are only for reference not standard

WireFrame

SLA Profile Configuration

SLA Start Point

Ticket Creation (Default – Best Practice) ▼

Ownership & SLA Behavior:

- SLA starts based on selected start point.
- The resource who assigns or self-assigns the ticket becomes the SLA owner.
- Assigned resource must complete the ticket within SLA.
- If the resource goes on leave, SLA continues after reassignment.

[Save SLA Profile](#) [Next](#) →

Comment

Step 1 - Above Images are only for reference not standard

WireFrame

Priority SLA Rules

[Add SLA Rule](#)

Search: Search Priority Profile: Revalsys QK Status: Step: Step 2a of 4

[Submit](#) [Clear](#) [Next](#)

Priority	Response Time	Working Hours	Action

Add SLA Rule

Active

Priority *
High ▼

Response Time *
HH ▼ MM ▼

Resolution Time *
HH ▼ MM ▼

Working Hours
24x7 ▼

[Cancel](#) [Save](#) [Next](#)

Comment

Step 2 - Above Images are only for reference not standard

Business Logic

SLA List Page

User Story

As a System Administrator

single screen,

so that I can easily access and review SLA configurations without navigating through multiple pages.

Acceptance Criteria – Unified SLA Configuration Screen

- The system must display **one single SLA Configuration screen**.
- The screen must show **only three clickable boxes**:
 - Priority SLA Rules
 - Escalation Rules
 - Pause Statuses
- No SLA details should be shown on the main screen.
- When the user clicks on **Priority SLA Rules**:
 - A popup (modal) should open.
 - The popup should display the list of priority-based SLA rules.
 - The list should show priority, response time, resolution time, and status.
 - The popup should have a close option.
- When the user clicks on **Escalation Rules**:
 - A popup (modal) should open.
 - The popup should display the list of escalation rules.
 - The list should show priority, escalation level, trigger condition, and notification role.
 - The popup should have a close option.
- When the user clicks on **Pause Statuses**:
 - A popup (modal) should open.
 - The popup should display the list of pause statuses.
 - The list should show pause status name, description, and status.
 - The popup should have a close option.
- Closing any popup should return the user to the main SLA Configuration screen.
- Only authorized users should be able to access this screen.

SLA Start Point (Step 1)

User Story

As an **Admin / Operations user**,
I want to configure the **SLA start point**,
so that SLA calculation starts at the correct stage as clearly defined.

Acceptance Criteria



- The available options should be:
 - **Ticket Creation (Default – Best Practice)**
 - **After Ticket Assignment**
- By default, **Ticket Creation** should be selected.

2. SLA Behavior Based on Start Point

- If **Ticket Creation** is selected:
 - SLA should start as soon as the ticket is created.
- If **After Ticket Assignment** is selected:
 - SLA should start only after the ticket is assigned to a resource.

Priority SLA Rules (Step 2)

User Story

As an operations/admin user,
I want to define SLA rules for each ticket priority,
so that response and resolution timelines are clearly set before moving to escalation configuration.

Acceptance Criteria

- When the user clicks **Add New SLA Rule** from the Priority SLA Rules list:
 - The system should open **Step 2 – Priority SLA Rule configuration**.
- The Priority SLA Rule screen should display the following fields:
 - Priority (mandatory, Dropdown with High, Medium, Low)
 - Response Time (mandatory – hours and minutes)
 - Resolution Time (mandatory – hours and minutes)
 - Working Hours (dropdown such as 24x7, Business Hours)
- The system should not allow:
 - Duplicate SLA rules for the same priority.
- When the user clicks **Save**:
 - The system should validate all mandatory fields.
 - If validation fails, an error message should be shown.
 - If validation succeeds, the SLA rule should be saved.
- The **Next** button should remain disabled until:
 - SLA rules are configured for all required priorities (High, Medium, Low).
- When the user clicks **Next**:
 - The system should move the user to **Step 3 – Escalation Rules configuration**.

Escalation Level Configuration (Step 3)



so that the right people are informed when a ticket is close to missing its SLA time.

Purpose of the Screen

- This screen is used to decide **when and who to notify** if a ticket is taking too long.
- It helps make sure important tickets get attention before the SLA is breached.
- It is part of the **step-by-step SLA setup process**.

Acceptance Criteria

The popup must contain:

- **Active Toggle**
 - Admin can enable or disable the escalation rule.
- **Priority (Required – Dropdown)**
 - Values from master data.
 - Example: High, Medium, Low.
- **Department (Required – Dropdown)**
 - Admin must select the department.
- **Sub-Department (Required – Dropdown)**
 - Must be filtered based on selected department.
- **Select Project (Required – Dropdown)**
 - Admin must select the project.
- **Select Instance (Required – Dropdown)**
 - Admin must select the instance.
- **Trigger Condition (Required – Dropdown)**
 - Example: 80% of SLA threshold, 90% of SLA threshold.

"The escalation configuration will be determined based on the selected fields, and the corresponding employees will be automatically mapped in the Ticket Alerts module to receive escalation notifications."

Validation

- All required fields must be filled before saving.
- The system should not allow duplicate escalation rules for the same priority and trigger.

Save Behavior

- When the user clicks **Save**:
 - The system checks all required fields.
 - If something is missing, an error message is shown.
 - If everything is correct, the rule is saved and shown in the list.

Navigation

- The **Next** button remains disabled until at least one escalation rule is added.
- Clicking **Next** moves the user to the **Pause Status configuration step**.

Note: If the assigned resource goes on leave, the ticket can be reassigned to another resource. The SLA should continue without any change, and the same SLA timelines must apply to the newly assigned resource. SLA should not reset, vary, or be recalculated due to reassignment.

User Story

As an admin user,
I want to define pause statuses,
so that the SLA timer stops when a ticket is waiting and should not be counted against SLA time.

Purpose of the Screen

- This screen is used to define **situations where SLA time should pause**.
- It ensures teams are not penalized when work cannot continue (for example, waiting for customer response).
- This screen is part of the **step-by-step SLA setup process**.

Acceptance Criteria

General

- This screen appears as the **final step** in the SLA configuration process.
- The user can view a list of already added pause statuses.
- If no pause statuses exist, the system should show **“No pause statuses configured.”**

Add Pause Status

- The user can click **Add Pause Status** to create a new pause status.
- A popup window opens to add pause status details.

Fields in Add Pause Status

- Active / Inactive switch to enable or disable the pause status.
- Status Name (required)
 - Example: Waiting for Customer
- Description (optional)
 - Explains why SLA is paused.

Validation

- Status Name is mandatory and must be unique.
- The system should not allow duplicate pause status names.
- If the Status Name is missing, an error message should be shown.

Save and Submit Behavior

- When the user clicks **Save**:
 - The pause status is saved and added to the list.
- When the user clicks **Submit**:
 - The system should validate that at least one active pause status exists.
 - The complete SLA configuration process is finalized.
 - The user is redirected to the SLA Configuration summary.

Note: When a user changes the ticket status from a paused state to an active state, the SLA timer should resume and continue calculating the remaining SLA timeframe from where it was paused.

Screen Name : SLA Profile Configuration

S.No	Field Name	Mandatory	Input Type
1	Select Client	Yes	searchdropdown
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Should show the list of the clients from the client list and user should be able to have the access for search with selection.</p> <p>Screen Comment</p>			

Screen Name : SLA List Page

S.No	Field Name	Mandatory	Input Type
1	Page Title (SLA Configuration)	No	Label
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria The page title should be displayed at the top of the screen to clearly indicate the SLA configuration section.</p> <p>Screen Comment NA</p>			

S.No	Field Name	Mandatory	Input Type
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Not Applicable

Specific Acceptance Criteria

The box should be visible on the screen and clickable. On click, it should open the Priority SLA Rules list in a modal window.

Screen Comment

NA

S.No	Field Name	Mandatory	Input Type
3	Escalation Rules Box	Yes	Button

Acceptance Criteria
Not Applicable

Specific Acceptance Criteria
The box should be visible on the screen and clickable. On click, it should open the Escalation Rules list in a modal window.

Screen Comment
NA





S.No	Field Name	Mandatory	Input Type
4	Pause Statuses Box	Yes	Button
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria The box should be visible on the screen and clickable. On click, it should open the Pause Statuses list in a modal window.			
Screen Comment NA			

S.No	Field Name	Mandatory	Input Type
5	Box Description Text	No	Label
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria Each box should display a short description explaining what configuration it represents.			
Screen Comment NA			

S.No	Field Name	Mandatory	Input Type
6	Modal Header	Yes	Label
Acceptance Criteria Not Applicable			





When a modal opens, the header should display the correct list name (Priority SLA Rules / Escalation Rules / Pause Statuses).

Screen Comment

NA

S.No	Field Name	Mandatory	Input Type
7	Close Icon (x)	Yes	Button

Acceptance Criteria
Not Applicable

Specific Acceptance Criteria
The close icon should be available in the modal header and should close the modal when clicked.

Screen Comment
NA

S.No	Field Name	Mandatory	Input Type
8	List Table	Yes	Label

Acceptance Criteria
Not Applicable

Specific Acceptance Criteria
The modal should display a list of records relevant to the selected configuration.

Screen Comment
NA



S.No	Field Name	Mandatory	Input Type
9	No Records Message	No	Label
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria If no records exist, the system should display an appropriate message such as “No records found.”</p> <p>Screen Comment NA</p>			

S.No	Field Name	Mandatory	Input Type
10	Status Indicator	No	Label
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Status should be displayed as Active or Inactive for each record where applicable.</p> <p>Screen Comment NA</p>			

S.No	Field Name	Mandatory	Input Type
11	Screen Navigation Control	Yes	Button
<p>Acceptance Criteria Not Applicable</p>			





Screen Comment

NA

S.No	Field Name	Mandatory	Input Type
12	Add SLA Rule	No	Button
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria Opens Add SLA Rule modal			
Screen Comment NA			

Screen Name : Priority SLA Rules – Step 2a

S.No	Field Name	Mandatory	Input Type
1	Search Priority	No	text
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria Allows user to search SLA rules by priority			
Screen Comment			



S.No	Field Name	Mandatory	Input Type
2	Status	No	dropdown
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Allows filtering SLA rules by status</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
3	Add SLA Rule	No	Button
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Opens Add SLA Rule modal</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
4	Priority	Yes	dropdown





Acceptance Criteria

Not Applicable

Specific Acceptance Criteria

User must select an unconfigured priority

Screen Comment

S.No	Field Name	Mandatory	Input Type
5	Response Time	Yes	text
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria User must enter a valid response SLA time</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
6	Resolution Time	Yes	text
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria User must enter a valid resolution SLA time</p> <p>Screen Comment</p>			



S.No	Field Name	Mandatory	Input Type
7	Working Hours	No	dropdown
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Allows selection of Business Hours or 24x7</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
8	Save SLA Rule	No	Button
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Saves SLA rule if all mandatory fields are filled</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
9	Actions	No	Button





Not Applicable

Specific Acceptance Criteria

Should Open the Modify page to the selected SLA rule

Screen Comment

S.No	Field Name	Mandatory	Input Type
10	Toggle button	No	toggle
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria It should be active bydefault, Use may inactive it later.</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
11	Next	No	Button
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Enabled only when all priorities are configured</p> <p>Screen Comment</p>			



S.No	Field Name	Mandatory	Input Type
1	SLA Start Point	Yes	dropdown
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria user should select the type of the start point for the SLA .ex:Ticket creation time, after ticket is assigned</p> <p>Screen Comment NA</p>			

S.No	Field Name	Mandatory	Input Type
2	save	No	Button
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Save the SLA Profile configuration if all the mandatory fields are filled.</p> <p>Screen Comment NA</p>			

S.No	Field Name	Mandatory	Input Type
3	cancel	No	Button
<p>Acceptance Criteria Not Applicable</p>			





Screen Comment

NA

Screen Name : Pause Statuses – Step 2b

S.No	Field Name	Mandatory	Input Type
1	Search Pause Status	No	text
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria Allows user to search pause statuses by status name			
Screen Comment			

S.No	Field Name	Mandatory	Input Type
2	Status Filter	No	dropdown
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria Filters pause statuses based on active status			
Screen Comment			



S.No	Field Name	Mandatory	Input Type
3	Add Pause Status	No	Button
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Opens Add Pause Status modal</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
4	Status Name	Yes	text
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria User must enter a pause status name</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
5	Description	No	text





Acceptance Criteria

Not Applicable

Specific Acceptance Criteria

Allows user to describe the pause reason

Screen Comment

S.No	Field Name	Mandatory	Input Type
6	Save Pause Status	No	Button

Acceptance Criteria
Not Applicable

Specific Acceptance Criteria
Saves pause status when mandatory fields are filled

Screen Comment

S.No	Field Name	Mandatory	Input Type
7	Cancel	No	Button

Acceptance Criteria
Not Applicable

Specific Acceptance Criteria
Closes modal without saving

Screen Comment



S.No	Field Name	Mandatory	Input Type
8	toggle button	No	toggle
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria It should be active by default, Use may inactive it later.</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
9	Actions	No	Button
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Should Open the Modify page to the selected SLA rule</p> <p>Screen Comment</p>			

Screen Name : Priority SLA Rules – Step 2

S.No	Field Name	Mandatory	Input Type
1	Priority	Yes	dropdown
<p>Acceptance Criteria Not Applicable</p>			





User must select an unconfigured priority

Screen Comment

NA

S.No	Field Name	Mandatory	Input Type
2	Response Time	Yes	text
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria User must enter a valid response SLA time in HH : MM format only			
Screen Comment NA			

S.No	Field Name	Mandatory	Input Type
3	Resolution Time	Yes	text
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria User must enter a valid resolution SLA time in HH: MM format only			
Screen Comment NA			



S.No	Field Name	Mandatory	Input Type
4	Working Hours	No	dropdown
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Allows selection of Business Hours or 24x7</p> <p>Screen Comment NA</p>			

S.No	Field Name	Mandatory	Input Type
5	Save SLA Rule	No	Button
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Saves SLA rule if all mandatory fields are filled</p> <p>Screen Comment NA</p>			

S.No	Field Name	Mandatory	Input Type
6	Toggle button	No	toggle
<p>Acceptance Criteria Not Applicable</p>			





Screen Comment

NA

S.No	Field Name	Mandatory	Input Type
7	Next	No	Button
Acceptance Criteria			
Not Applicable			
Specific Acceptance Criteria			
Enabled only when all priorities are configured			
Screen Comment			
NA			

Screen Name : Escalation Level Configuration

S.No	Field Name	Mandatory	Input Type
1	Add Escalation Rule	No	Button
Acceptance Criteria			
Not Applicable			
Specific Acceptance Criteria			
Opens Add Escalation Rule modal			
Screen Comment			



S.No	Field Name	Mandatory	Input Type
2	Escalation Level	Yes	dropdown
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria User must select escalation level (L1/L2/L3)</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
3	Escalation Rules List	No	Results Table
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Displays configured escalation rules</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
4	Actions	No	Button





Not Applicable

Specific Acceptance Criteria

Should Open the Modify page to the selected SLA rule

Screen Comment

Screen Name : Escalation Level Configuration Step- 3

S.No	Field Name	Mandatory	Input Type
1	Priority	Yes	dropdown
Acceptance Criteria			
Not Applicable			
Specific Acceptance Criteria			
User must select a ticket priority			
Screen Comment			
NA			



S.No	Field Name	Mandatory	Input Type
2	Trigger Condition	No	dropdown
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Should show the data from the master module.</p> <p>Screen Comment NA</p>			

S.No	Field Name	Mandatory	Input Type
3	Notify Roles	Yes	dropdown
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria At least one employee must be selected</p> <p>Screen Comment NA</p>			

S.No	Field Name	Mandatory	Input Type
4	Save Escalation Rule	No	Button
<p>Acceptance Criteria Not Applicable</p>			





Screen Comment

NA

S.No	Field Name	Mandatory	Input Type
5	Cancel	No	Button
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria Closes modal without saving			
Screen Comment NA			

S.No	Field Name	Mandatory	Input Type
6	Next	No	Button
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria Enabled only when all priorities are configured			
Screen Comment NA			





7

Toggle button

No

toggle

Acceptance Criteria

Not Applicable

Specific Acceptance Criteria

It should be active by default, Use may inactive it later.

Screen Comment

NA

Screen Name : Pause Statuses – Step 4

S.No	Field Name	Mandatory	Input Type
1	Status Name	Yes	text

Acceptance Criteria
Not Applicable

Specific Acceptance Criteria
User must enter a pause status name

Screen Comment
NA

S.No	Field Name	Mandatory	Input Type
2	Description	No	text

Acceptance Criteria
Not Applicable

Specific Acceptance Criteria
Allows user to describe the pause reason





S.No	Field Name	Mandatory	Input Type
3	Save Pause Status	No	Button
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria Saves pause status when mandatory fields are filled			
Screen Comment NA			

S.No	Field Name	Mandatory	Input Type
4	Cancel	No	Button
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria Closes modal without saving			
Screen Comment NA			

S.No	Field Name	Mandatory	Input Type
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Not Applicable

Specific Acceptance Criteria

It should be active by default, Use may inactive it later.

Screen Comment

NA

S.No	Field Name	Mandatory	Input Type
6	Submit	No	Button

Acceptance Criteria
Not Applicable

Specific Acceptance Criteria
The system should validate that at least one active pause status exists. The complete SLA configuration process is finalized.

Screen Comment
NA

Screen Name : SLA Dashboard

S.No	Field Name	Mandatory	Input Type
1	Refresh	No	Button

Acceptance Criteria
Not Applicable

Specific Acceptance Criteria
Refreshes SLA data and timestamp

Screen Comment



S.No	Field Name	Mandatory	Input Type
2	Last Updated Time	No	Label
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Displays last refresh time</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
3	P1 Breaches Count	No	Label
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Shows number of breached P1 tickets</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
4	At-Risk Tickets Count	No	Label
<p>Acceptance Criteria Not Applicable</p>			





Screen Comment

S.No	Field Name	Mandatory	Input Type
5	Active P1 Tickets	No	Label
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria Shows active P1 tickets count			
Screen Comment			

S.No	Field Name	Mandatory	Input Type
6	Daily Compliance (P1-P4)	No	Label
Acceptance Criteria Not Applicable			
Specific Acceptance Criteria Displays SLA compliance percentage by priority			
Screen Comment			

S.No	Field Name	Mandatory	Input Type
7	At-Risk Tickets Table	No	Results Table





Not Applicable

Specific Acceptance Criteria

Displays tickets nearing SLA breach

Screen Comment

S.No	Field Name	Mandatory	Input Type
8	SLA Progress Bar	No	Label

Acceptance Criteria
Not Applicable

Specific Acceptance Criteria
Shows SLA consumption visually

Screen Comment

S.No	Field Name	Mandatory	Input Type
9	Recently Breached Tickets Table	No	Results Table

Acceptance Criteria
Not Applicable

Specific Acceptance Criteria
Displays recently breached tickets

Screen Comment



S.No	Field Name	Mandatory	Input Type
10	View Ticket	No	Button
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Navigates to ticket detail screen</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
11	View All Tickets	No	Button
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Navigates to full ticket list</p> <p>Screen Comment</p>			

S.No	Field Name	Mandatory	Input Type
12	Escalations Queue	No	Button





Not Applicable

Specific Acceptance Criteria

Navigates to escalation queue

Screen Comment

S.No	Field Name	Mandatory	Input Type
13	Export Report	No	Button
<p>Acceptance Criteria Not Applicable</p> <p>Specific Acceptance Criteria Exports SLA report</p> <p>Screen Comment</p>			

Future Enhancements

NA

Comments

NA

