F INFORCE

SLA Tracker Configuration Guide

General Information

By default, the configuration for the **Lead** section is already set up, but you can modify it or create a new one.

Creating a New Configuration

- 1. Open the SLA Tracker section in the SLA Tracker workspace.
- 2. Click the **New** button to create a new record.
- 3. Fill in the **Name** field any text value.
- 4. Select a value for the **Object** field the section where calculations should be performed.
- 5. Fill in the **Due time calculation setting** registry.
- 6. Fill in the **Duration calculation setting** registry.



Configuring Due Time Calculation

To configure the due time, fill in the **Due time calculation setting** registry in the **SLA Tracker** section:

- 1. Click the + button to open the record creation page.
- 2. Fill in the following fields:
 - **Calendar** the calendar used to calculate the due time.
 - **Time unit** the unit of time measurement to be added (minutes, hours, days, etc.).
 - **Time quantity** the number of time units to be added.
 - Column name the date and time column in the section. This field is automatically populated with the creation time plus the selected time quantity. You can modify the value by clicking Select column.



3. To modify existing settings, double-click on a record in the register.



Example:

• Configuration:

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- Lead creation time 14:00.
- The Qualifying due date field will display 16:00.



Configuring Duration Calculation

To configure the duration calculation, fill in the **Duration calculation setting** registry in the **SLA Tracker** section:

- 1. Click the + button to open the record creation page.
- 2. Fill in the following fields:
 - **Column from** the date and time column marking the start of the calculation.
 - **Column to** the date and time column marking the end of the calculation.
 - **Result column** a text field where the calculated duration between **Column** from and **Column to** will be stored.



• **Calendar** – the calendar used for the calculations.

3. To modify existing settings, double-click on a record in the register.



Example:

• Configuration:

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- The Lead record contains the following values:
 - Created on 12/02/2025 12:00.
 - Convert\Close fact date 12/02/2025 13:00.
- The Close duration field will display the result: 0 days 1 hour 0 minutes.

The duration will be recalculated each time the values in **Column from** or **Column to** are changed.