



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.

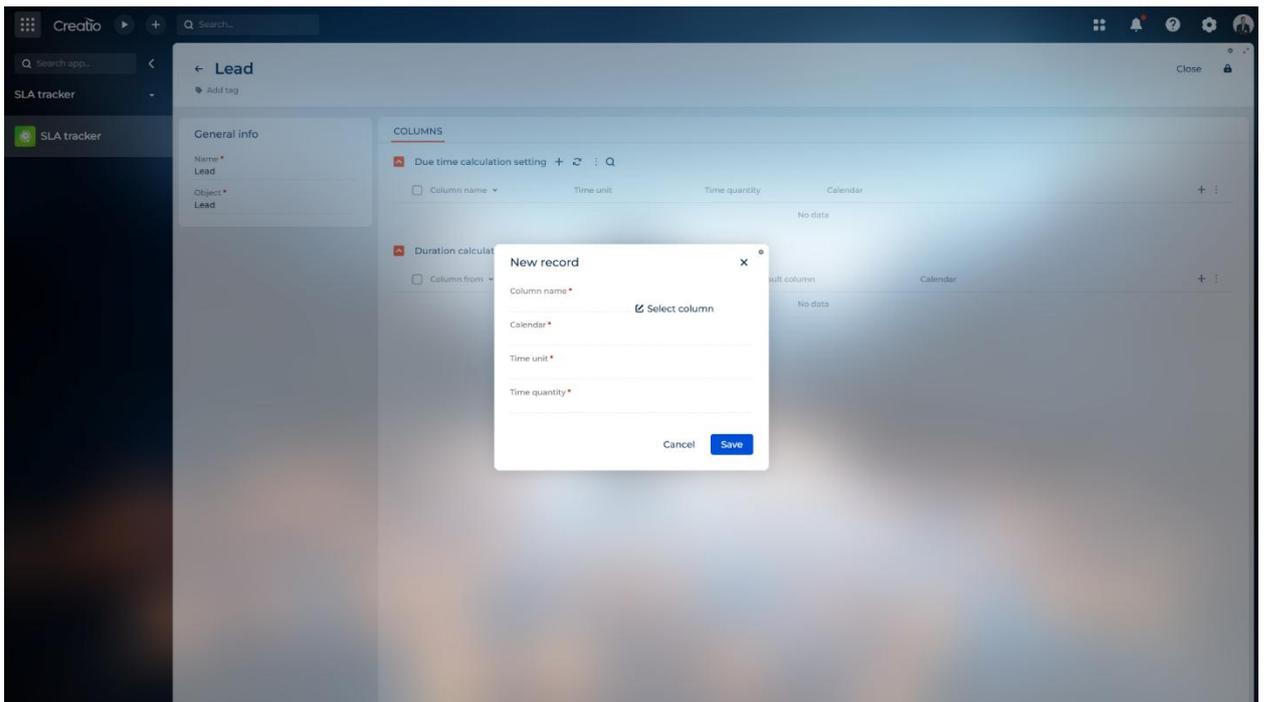
Creating a New Configuration

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:

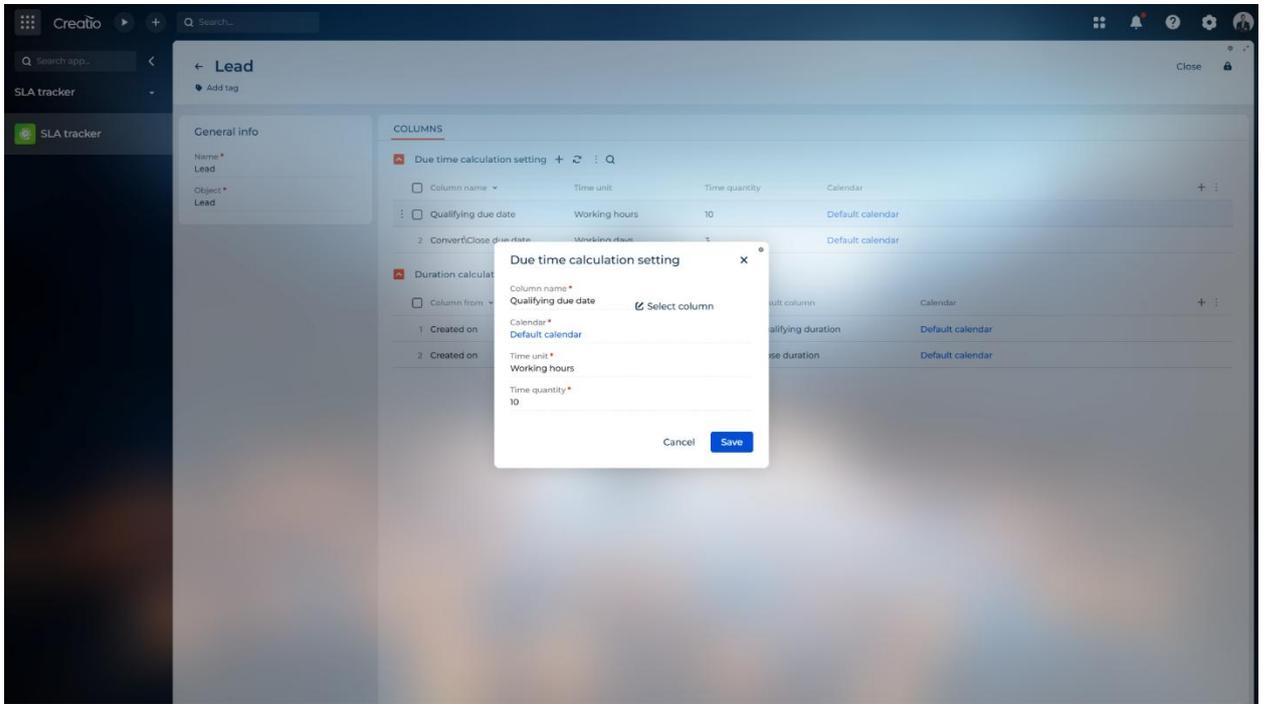
1. Click the **+** button to open the record creation page.
2. Fill in the following fields:
 - **Calendar** – the calendar used to calculate the due time.
 - **Time unit** – the unit of time measurement to be added (minutes, hours, days, etc.).
 - **Time quantity** – the number of time units to be added.
 - **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:

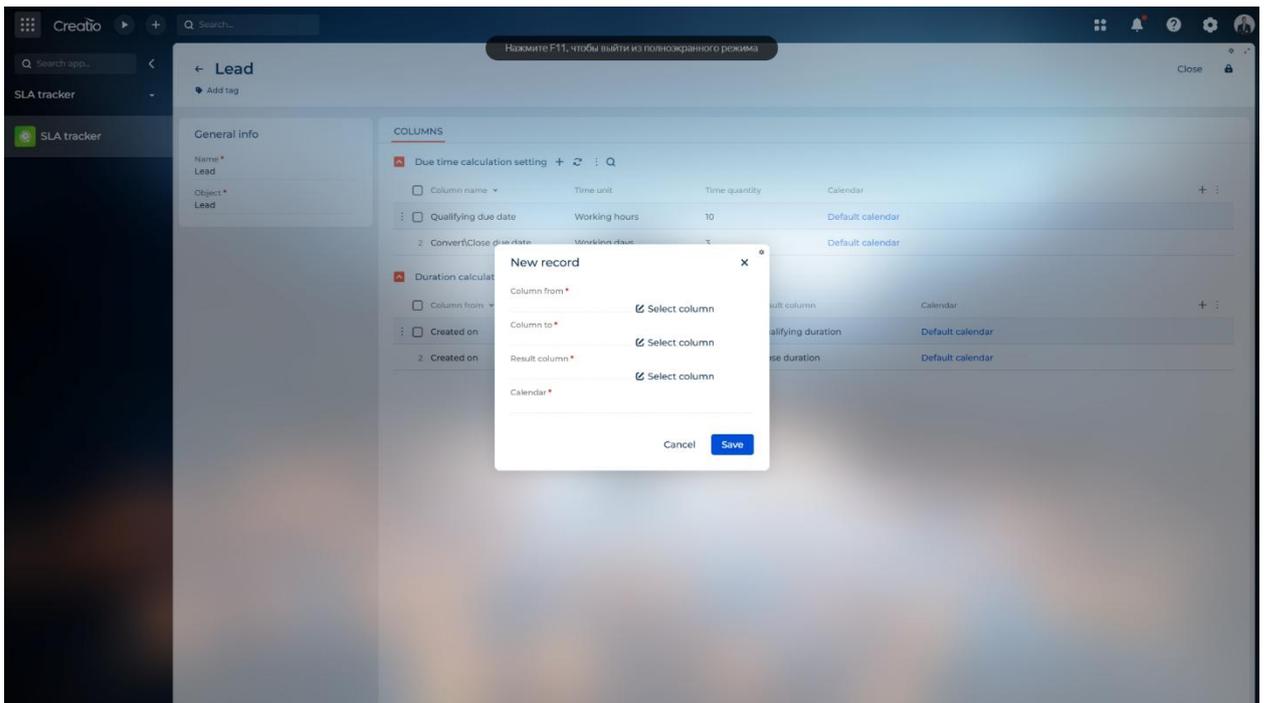


- **Lead** creation time – **14:00**.
- The **Qualifying due date** field will display **16:00**.

Configuring Duration Calculation

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

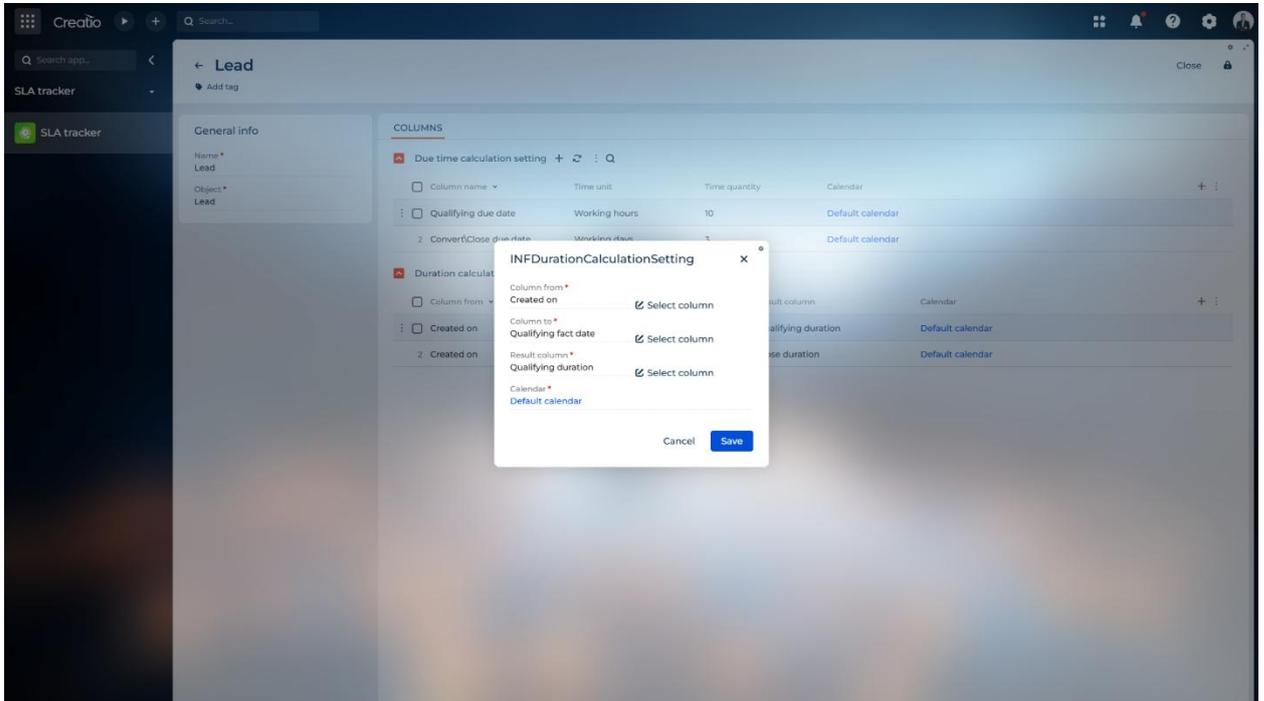
1. Click the **+** button to open the record creation page.
2. Fill in the following fields:
 - **Column from** – the date and time column marking the start of the calculation.
 - **Column to** – the date and time column marking the end of the calculation.
 - **Result column** – a text field where the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



- 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.