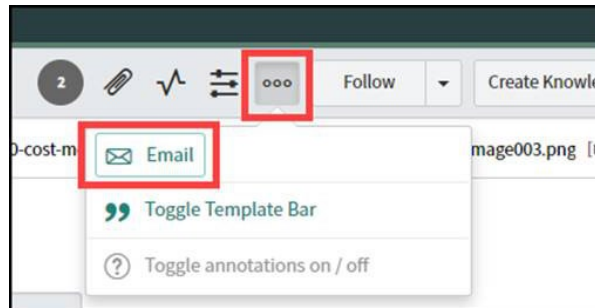# Response SLAs

for Cases and Incidents

Affected Customers: CCSQ Service Center Agents, Fulfillers, and Managers

Starting Saturday, May 21, 2022, all CCSQ Service Centers will be able to utilize 'First Response' and 'Most Recent Response' Service Level Agreements (SLA) for Cases and Incidents to ensure agents and fulfillers are providing timely responses to customer inquiries.

The Response SLA will be triggered (or reset) when the assigned agent uses either of the following customer response functions:

- An email is sent from the ticket's ellipsis to the Customer submitting the ticket

- Information is solicited through the 'Additional Comments' field, which is customer-facing and sends an automated email to the Customer

Note: The Response SLA does *not* track when the agent enters Work notes (not customer visible) on a Case or Incident, since this does not constitute a response to the customer.

To request reporting to track the Response SLA, submit a request from the CCSQ ServiceNow IT

Service Catalog using the [Reports and Dashboards](#) request item.

For more information, view the Knowledge Article Titled: [Incident and Case Service Level Agreements (SLAs)](#). *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*