II. Create and configure a SLA monitoring custom field

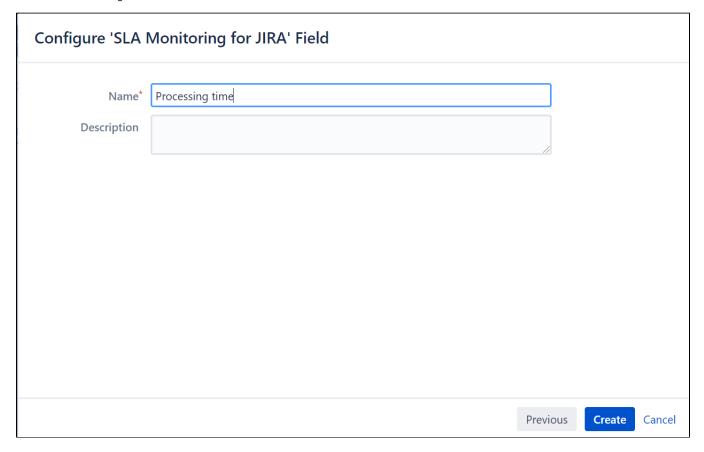
Please refer to

- Create the custom field
- Configure the SLA custom field
 - 1. Configure the indicators
 - 2. Assign the calendar
 - 3. Configure the scheduler
 - 4. Add an action to be executed for each level

to create and configure an SLA custom field

Create the custom field

We choose 'Processing Time' as the name of the custom field.



Configure the SLA custom field

After the creation, we configure the custom field

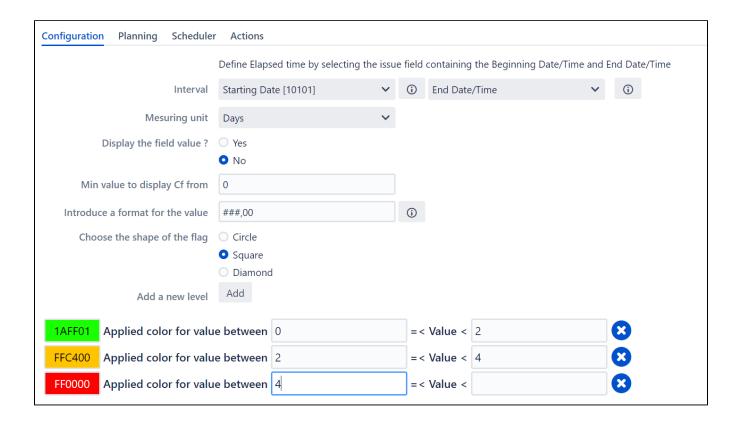
1. Configure the indicators

The start date is configured in the field 'Starting date'

The End date/time is configured by default to current date

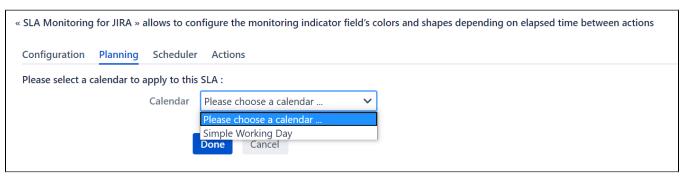
We create 3 levels of indicator

- Green between 0 and 2 days
- Orange between 2 and 4 days
- Red between 4 days and undefined value (>4 days)

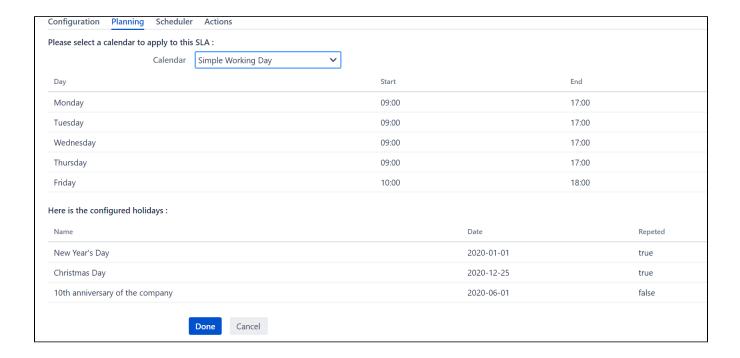


2. Assign the calendar

we need first to lookup for the calendar that we created in the first step (I. Create a working calendar)

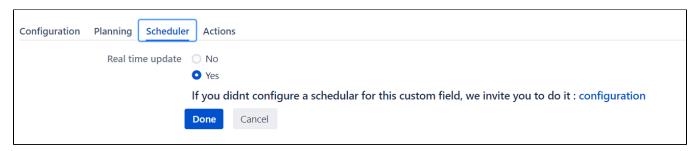


The screen of the chosen calendar will be displayed

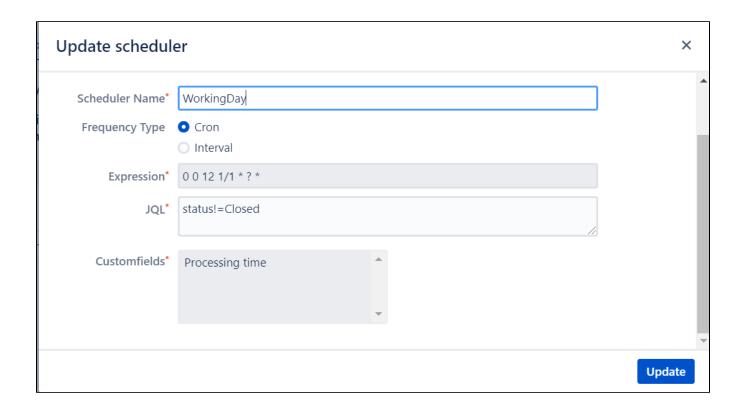


3. Configure the scheduler

in the tab 'scheduler', we will configure the scheduler

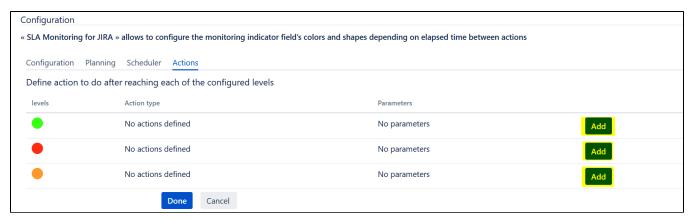


Click on 'Configuration', and the screen of the Scheduler will be displayed (or access to the path: Administration > Manage Apps > SLA Monitoring scheduler > Scheduler configuration > Click on "Add a scheduler".

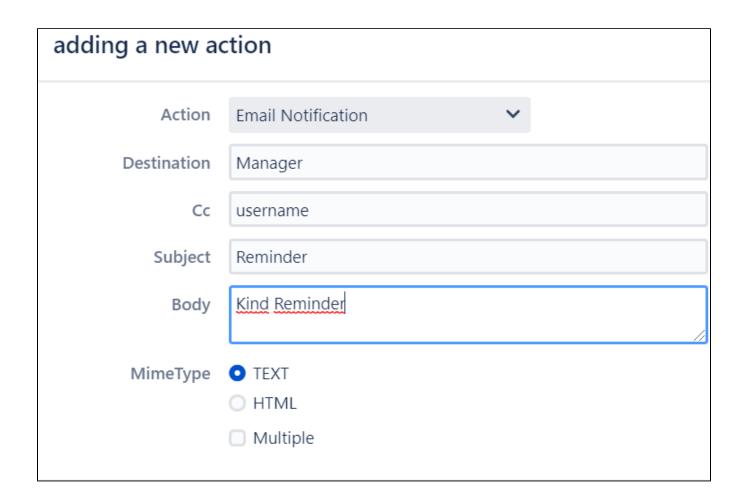


4. Add an action to be executed for each level

In the tab 'Actions', we will configure the action to execute for each level

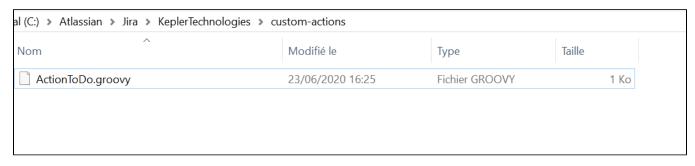


For the green level, we add a notification action

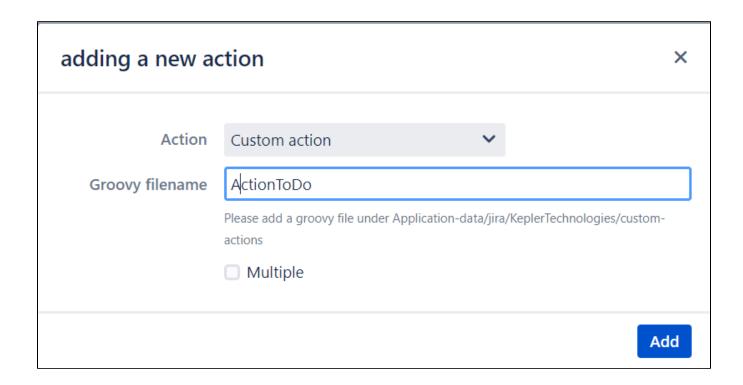


For the orange level, we add a custom action as follows:

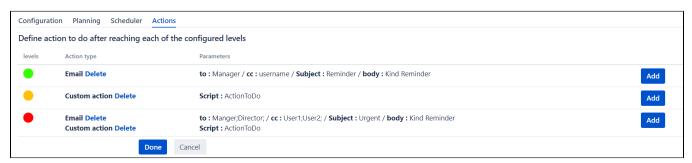
 $1.\ create\ the\ groovy\ file\ in\ the\ following\ path:\ \textit{Atlassian/Jira/KeplerTechnologies/custom-actions},\ The\ groovy\ filename\ is:\ \textbf{ActionToDo}$



2. Back to the configuration, add the groovy filename in the new action. (the filename ='ActionToDo')



For the Red level, we add both actions notification and custom action.



By clicking on 'Done', the configuration of the SLA will be saved.

