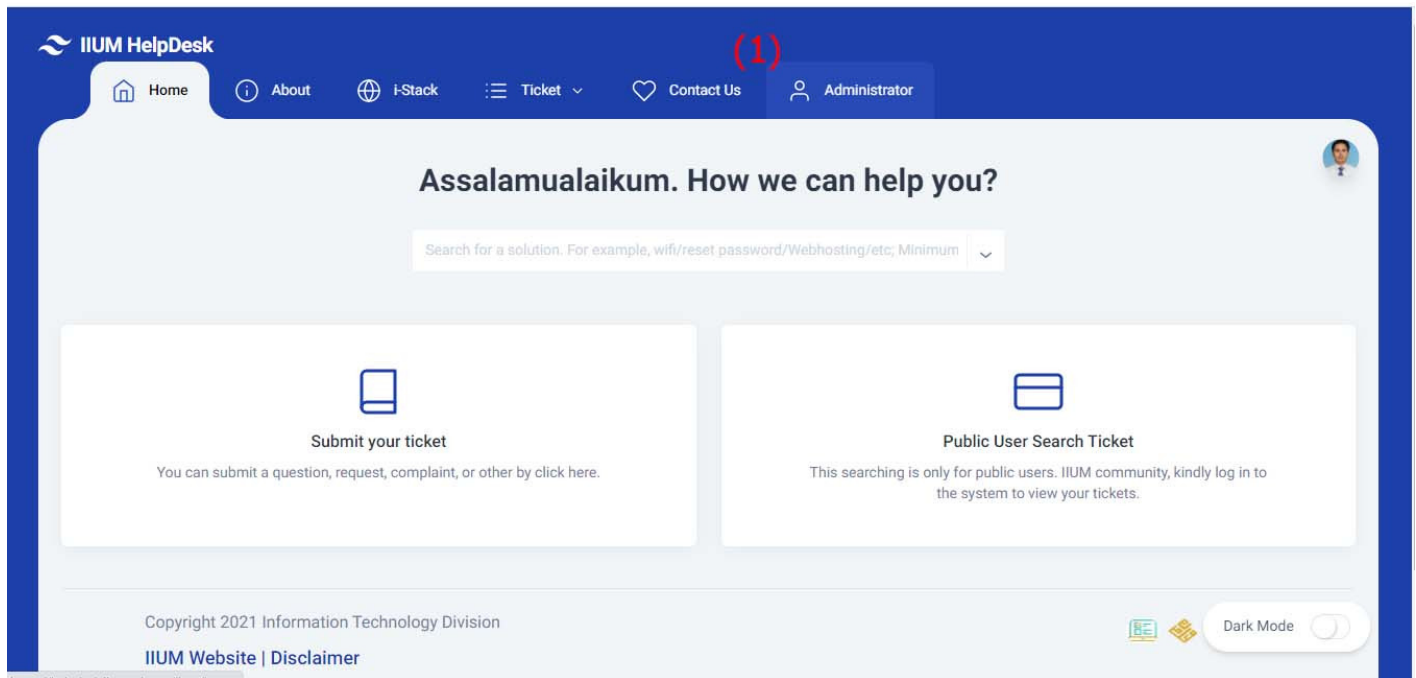
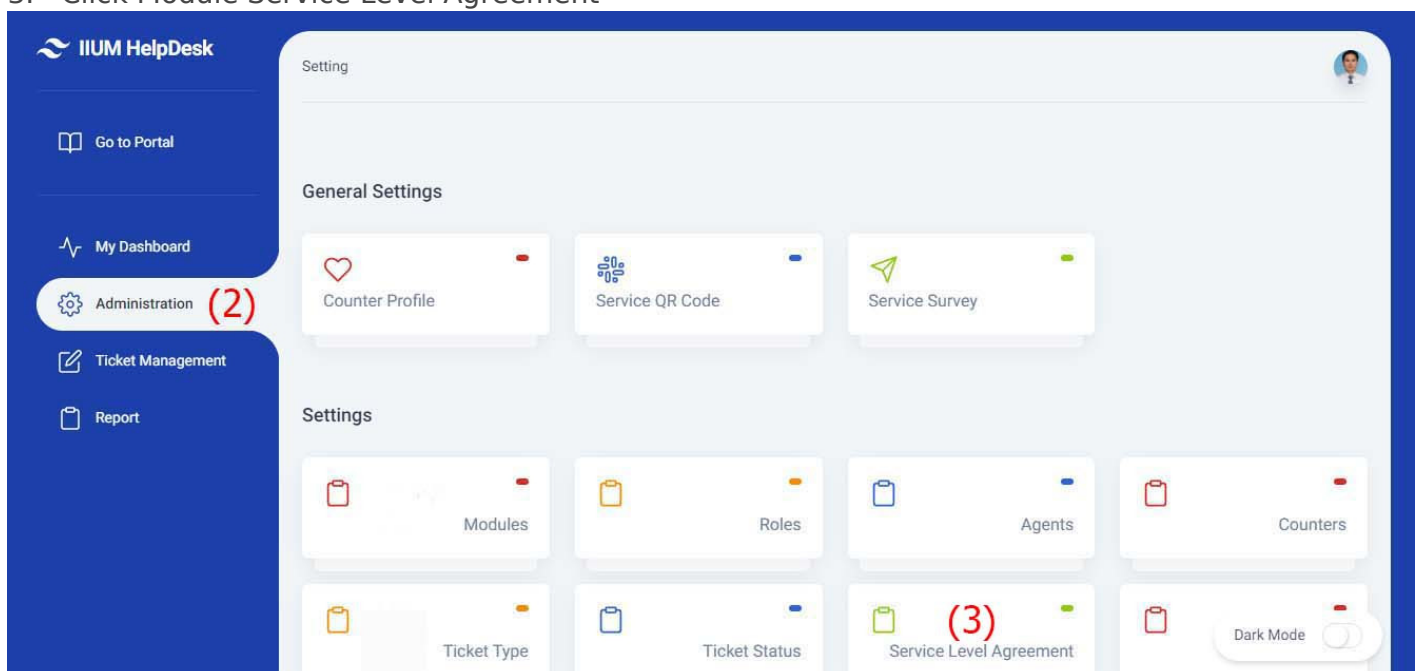


Super Admin - Manage Service Level Agreement

1. Click Administrator Tab



2. Click Administration Menu
3. Click Module Service Level Agreement



Create New SLA

4. Click button Create New SLA

Service Level Agreement

(4)

Create New SLA

No	SLA (Working Hours)	Status
1	8	Active
2	16	Active
3	24	Active
4	36	Active

5. Key In new SLA

6. Click Submit button

Sla

* Sla (Working Hours)

Your Sla.

(5)

Submit

(6)

Update SLA

7. Click SLA from the list.

Service Level Agreement

[Create New SLA](#)

No	SLA (Working Hours)	Status
1	8 (7)	Active
2	16	Active
3	24	Active
4	36	Active

8. Update SLA details

9. Click Update button

SLA

*SLA (Working Hours)

8

* Status

(8)

ACTIVE



Update

(9)

Revision #1

Created Wed, Mar 16, 2022 11:50 AM by MOHD. ZULKIFLI BIN NAWAWI

Updated Wed, Jul 20, 2022 1:29 PM by MOHD. ZULKIFLI BIN NAWAWI