

SLA Report Userview Menu

SLA Report provides you with high-level reports on the performance of processes where an SLA is implemented.

Before such report can be generated, one must first enable the **Process Data Collector** at each intended Joget App. Please see [Enabling Data Collection for SLA Implementation](#).

In the sample process below, the SLA is configured as follows:

Item	Duration
Leave Application Process (Process)	4 minutes
Apply Leave (Activity)	2 minutes
Approve Leave (Activity)	2 minutes
Approve Leave (Activity)	2 minutes

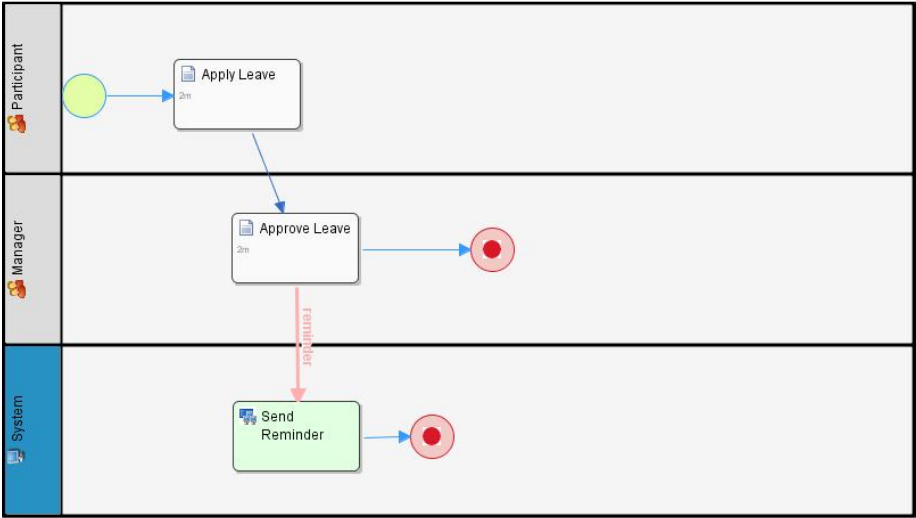


Figure 1: Sample Process Design

The sample report below shows aggregated/compiled figures for the process/activities.

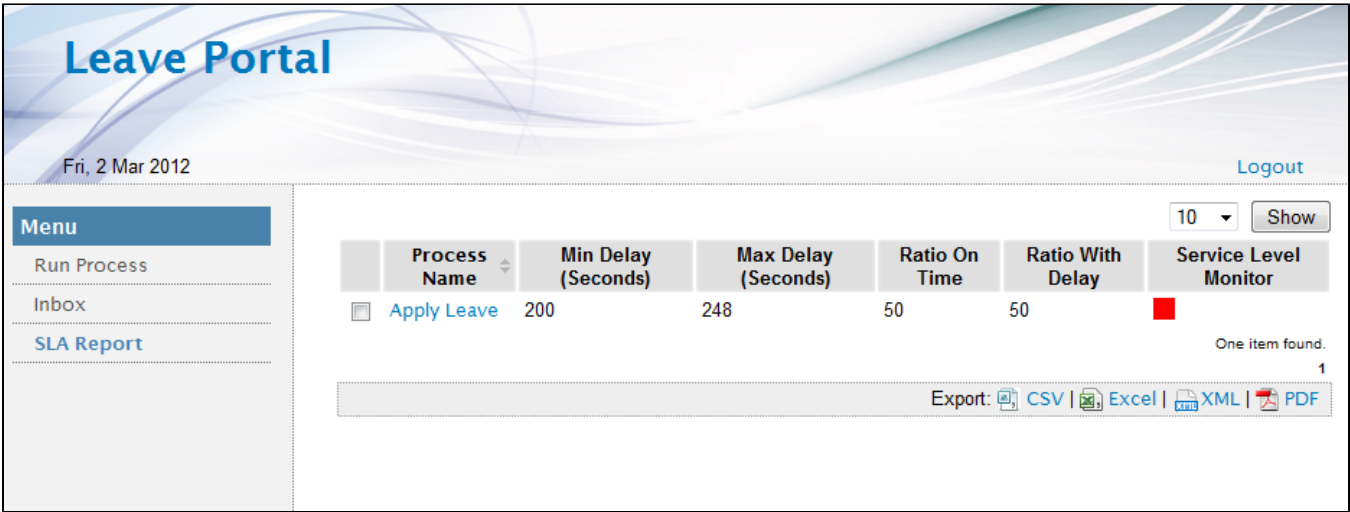


Figure 2: SLA Report - Process View

- Process Name** - Name of the process where an SLA is implemented
- Min Delay (seconds)** - The shortest delay (in seconds) for overdue processes/activities
- Max Delay (seconds)** - The longest delay (in seconds) for overdue processes/activities
- Ratio On Time** - Percentage of processes completed within the SLA
- Ratio With Delay** - Percentage of overdue processes
- Service Level Monitor** - SLA Indicator based on the given ratio

Note: Ratio on time + Ratio with delay = 100

SLA report is also available for activity levels.

In the example above, we can tell that 50% of process instances in the sample Leave Application are completed on time and the remaining 50% are not. For instances where there is a delay, the longest is 248 seconds and the shortest is 200 seconds.

10 ▾

Show

	Activity Name ▾	Min Delay (Seconds)	Max Delay (Seconds)	Ratio On Time	Ratio With Delay	Service Level Monitor
☐	Apply Leave	302	362	50	50	
☐	Approve Leave	0	0	100	0	

2 items found, displaying all items.

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Figure 3: SLA Report - Activity View

The example above shows that only half of Apply Leave activities are completed on time, while all Approve Leave activities are completed on time.