

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

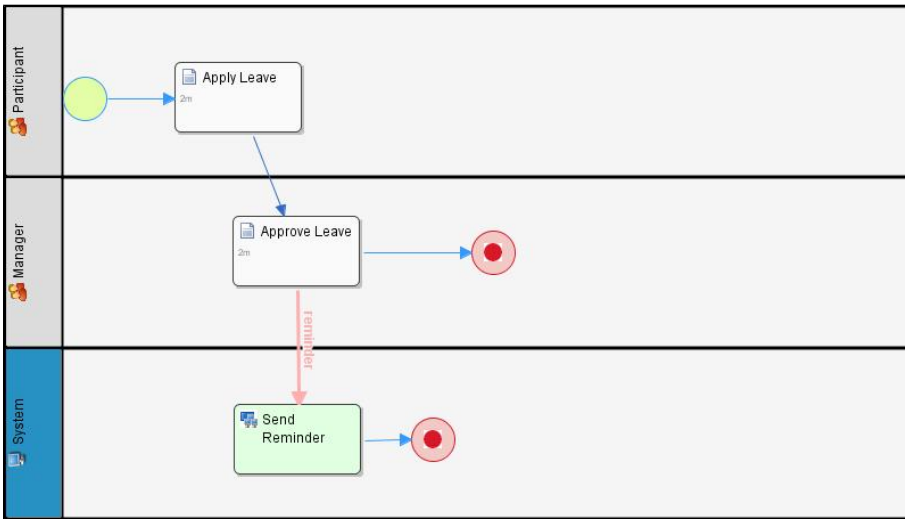


Figure 1: Sample Process Design

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

Leave Portal

Fri, 2 Mar 2012
[Logout](#)

Menu

- Run Process
- Inbox
- SLA Report**

10 Show

	Process Name	Min Delay (Seconds)	Max Delay (Seconds)	Ratio On Time	Ratio With Delay	Service Level Monitor
<input type="checkbox"/>	Apply Leave	200	248	50	50	■

One item found. 1

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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.

	Activity Name	Min Delay (Seconds)	Max Delay (Seconds)	Ratio On Time	Ratio With Delay	Service Level Monitor
<input type="checkbox"/>	Apply Leave	302	362	50	50	
<input type="checkbox"/>	Approve Leave	0	0	100	0	

2 items found, displaying all items. 1





Export:  CSV |  Excel |  XML |  PDF

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.