Configure and diagnose service commitments

Compare SLA and contract targets, verify time calculations, and trace missing commitments.

https://docs.qintoravacloud.com/guides/service-levels/

Choose the governing commitment

Open **Find a workspace → Service operations → Service levels & commitments**. Check whether the record uses an ITSM policy with a business calendar or a customer service contract/ entitlement with elapsed response and resolution minutes. A customer case and its linked incident can each have their own clock.

Configure and test

1. Identify the record type, priority, target, schedule, and the event that starts, pauses, resumes, or stops the commitment. Check the schedule's timezone, business periods, and exclusions.
2. Create or edit the permitted policy in a test environment. Use a controlled record with known timestamps and qualifying values. Exercise start, pause and resolve where supported.
3. Inspect the related commitment, start time, due time, elapsed or paused time and final state. Compare against the expected schedule and validate with a nonqualifying record as well.
4. Apply the reviewed configuration and spot-check a new matching record. Track existing commitments according to tenant policy.

If the target is missing or wrong

Check rule activation, matching priority, account/entitlement, field values at transition time, holidays, timezone and whether the expected transition occurred. Preserve the record number, commitment ID and timestamps. For case entitlement see Customer service.