SLA

What is it for?

SLA (delay rules) is where you set how quickly a request must be picked up or finished. When the time runs out and the request is still not picked up or not finished, the system writes a notification and sends an app notification to managers' phones; SMS too if you want. Forgotten jobs surface by themselves.

> **How do I open this screen?** On **Restaurant Management**, click the **Settings** tab, then the **SLA** sub-tab. Step 5 of the setup wizard adds the same rule.

When do I use it?

- When waiter calls should be taken within, say, 5 minutes.
- To notice faults that are not fixed within a set time.
- So managers see waiting jobs straight away at busy times.

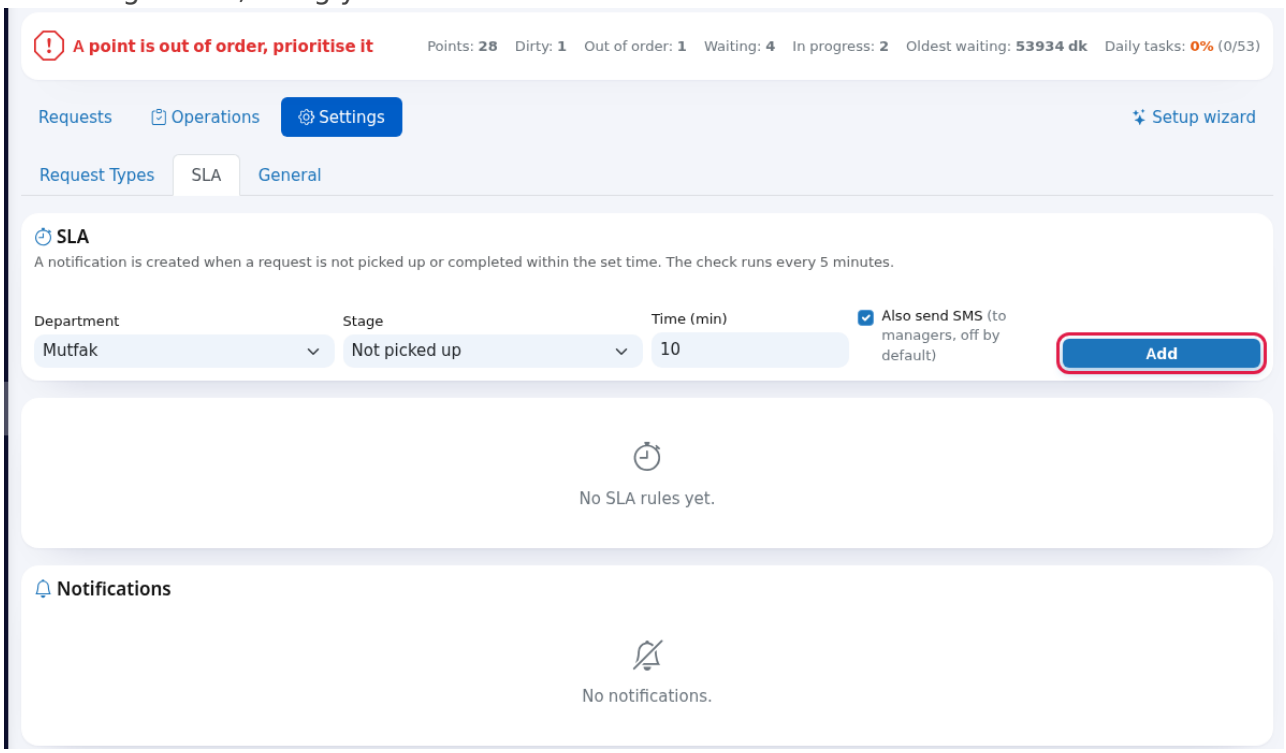
Before you start

- Notifications go to managers: at least one person on the Staff screen must have the **Manager** role.
- Without rules no notifications are created. The check runs every 5 minutes, so a notification can arrive a few minutes late.

Step by step: add a rule

1. Fill in the form and click **Add**. The top says "*Saved.*" and the rule appears in the list.

- **Department**: where the rule applies. **All departments** covers everything, including requests with no department.
- **Stage**: **Not picked up** (the request is still *Waiting* when time runs out) or **Not completed** (still open, waiting or in progress).
- **Time (min)**: minutes (for example `10`; 1 to 1440, empty means 15). Time counts from when the request was opened.
- **Also send SMS** with the note "*(to managers, off by default)*": sends an SMS to managers too, using your SMS credits.



Rule list

Without rules the card says "*No SLA rules yet.*" Once you add a rule a table appears:

Column / Button	What it shows / does
Department	The rule's department or **All departments**.
Stage	Not picked up / Not completed.
Time (min)	A badge such as **10 min**.
SMS	Green phone icon: SMS goes too. Dash: app notification only.
Status	Green **Active** or grey **Off**. An inactive rule looks faded.
Enable / disable button	Stops the rule without deleting it, or turns it back on.
Delete button (bin)	Deletes the rule after the "*Delete this?*" confirmation.

Notifications

The **Notifications** card at the bottom lists the alerts the rules created (newest 100). Unread ones have a red stripe and bold text; each row shows the alert text, the time and **Request status:** (the request's current status). With unread items, a **Mark all as read** button appears at the top right. With none, it says "*No notifications.*"

A request is notified only once per rule. Managers receive the same alert as a notification in the Useroam Go app. Managers whose email address is filled in and whose **Email notifications** switch is on in the **Staff** screen also get the alert by email titled *Job is overdue*; this does not depend on the **Also send SMS** box and is free (Staff).

Every field and button

Field / Button	What it does	Example
Department	Where the rule applies.	Kitchen
Stage	Not picked up / Not completed.	Not picked up
Time (min)	Waiting limit in minutes.	`10`
Also send SMS	Also sends an SMS to managers.	Off
Add	Saves the rule.	-
Mark all as read	Marks all notifications as read.	-

Frequently asked questions

I added a rule but no notifications arrive.

Rules only look at open requests and run every 5 minutes. The request's department must match the rule (or the rule must be **All departments**). If the venue has no active manager, there is nobody to receive the app notification or SMS; the alert still shows in this list.

Does the wizard's test request create a notification?

No. The test request is created closed, so rules ignore it.

Will I get repeated SMS for the same request?

No. Each request is notified once per rule.

Related pages

- Requests · Request Types · Settings (General)
- Venue Setup Wizard
- SMS settings

Revizyon #9
tugay tarafından 11 Ağustos 2026 10:18:41 oluşturuldu
tugay tarafından 26 Eylül 2026 12:01:21 güncellendi