# SLA Breach Notification Workflow – Workflow Documentation

## Use Case

Alert a team lead if a high-priority ticket is approaching its Service Level Agreement (SLA) breach. This workflow helps ensure rapid response and visibility before SLA violation occurs, supporting proactive service-level management.

## Trigger

SLA is about to breach

## Condition

Ticket Priority = High

## Actions

* Notify Group Lead via email and Slack
* Add an internal note to the ticket for audit
* Set status = Escalated

## ITIL Practices Involved

* Service Level Management
* Incident Management
* Problem Management

## Workflow Node Breakdown (Freshservice)

1. Event Node – SLA is about to breach
2. Condition Node – Ticket Priority = High
3. Action Node – Send email to Group Lead
4. Action Node – Send Slack message to Group Lead
5. Action Node – Add internal note to ticket
6. Action Node – Set ticket status to Escalated