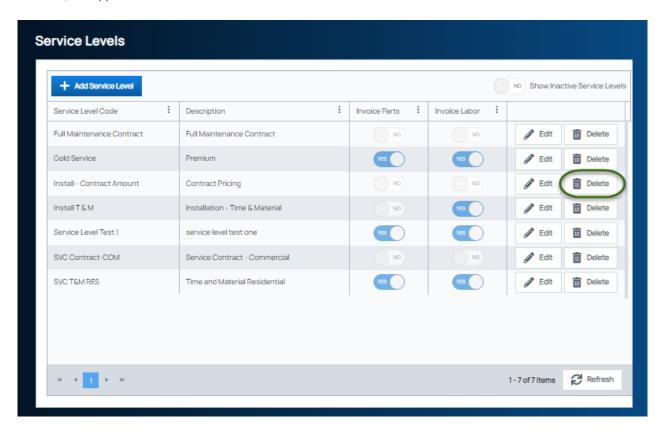# Delete a Service Level

Last Modified on 11/07/2023 3:55 pm EST

To delete a Service Level, from the main menu, arrive at the Service Levels setup with this path: Setup > Operations > Service Levels.

The Service Levels list is displayed. Locate the Service Level you want to delete, and then click the **Delete** button.

Note: When you select Yes to accept the deletion of the record, this does not delete the value from the database; it marks the record as "Inactive". In some cases, if a setup value was previously marked as "deleted", you can re-activate the deleted [inactivated] record. When selecting to view Inactive Only records, items that were previously "deleted", will appear in the inactive list.

A confirmation message is displayed. Click the **Yes** button to proceed with the deletion (inactivation) of the record.