

I. Configure a working calendar

For better management, Kepler - Color fields | SLA & Custom actions gives you the possibility to configure one or more working calendar

Configuration

1. **Add a calendar** (Administration >SLA Calendars > Calendar Management)

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Scheduler configuration

SLA calendars

Calendar management

The calendar helps you to define working days for SLA calculation

Add a calendar

Calendar	Description
No calendar registered...	

2. **To configure the calendar, Fill in the following fields**

Calendar management

The calendar helps you to define working days for SLA calculation

Name*

Description

Please configure the working days for this calendar

Day

Start

end

☐ saturday

-- : --

-- : --

☐ sunday

-- : --

-- : --

☐ monday

-- : --

-- : --

☐ tuesday

-- : --

-- : --

☐ wednesday

-- : --

-- : --

☐ thursday

-- : --

-- : --

☐ friday

-- : --

-- : --

Add holidays to your calendars

New holiday

jj / mm / aaaa

☐ Repeated

Add

10

Save

Dismiss

1. Set the name of the new calendar.
2. Set the description of the new calendar.
3. Click on the checkbox to choose the working day of the week.
4. Define the start time of work for each working day.
5. Define the end time of work for each working day.
6. Add new holidays to the calendar.
7. Set the date of the holiday.
8. Is it a repeated or exceptional holiday? (Checked = Repeated).
9. Click 'ADD' to add the holiday.
10. After filling all the fields, save the new calendar by clicking on 'SAVE'.