

I. Create a working calendar

Following the Admin Guide, first, you should create a working calendar (Administration >SLA Calendars > Calendar Management), by clicking on 'Add a calendar'

Create a name

Only the name of the working calendar is a mandatory field

Calendar management

The calendar helps you to define working days for SLA calculation

Name*

Simple Working Day

Description

Just a small description

Set the working days/times

- For this calendar, the working days are from Monday to Friday.
- The working period is from 09 am to 05 pm.
- Except for Friday, where the working period is from 10 am to 05 pm.

Please configure the working days for this calendar

Day	Start	end
☐ saturday	--:--	--:--
☐ sunday	--:--	--:--
☒ monday	09:00	17:00
☒ tuesday	09:00	17:00
☒ wednesday	09:00	17:00
☒ thursday	09:00	17:00
☒ friday	10:00	18:00

Adding the holidays to the calendar

The repeated checkbox allows us to configure the annual holiday (ex: New year, Christmas...)

Add holidays to your calendars

New holiday

jj/mm/aaaa



☐ Repeated

Add

New Year's Day

2020-01-01

true

Delete

Christmas Day

2020-12-25

true

Delete

10th anniversary of the company

2020-06-01

false

Delete

Save

Dismiss

You can see the configuration of the new calendar (Simple Working Day)

You can modify or delete the calendar (1)

Calendar management

The calendar helps you to define working days for SLA calculation

Add a calendar

Calendar

Description

Actions

Simple Working Day

Just a small description

