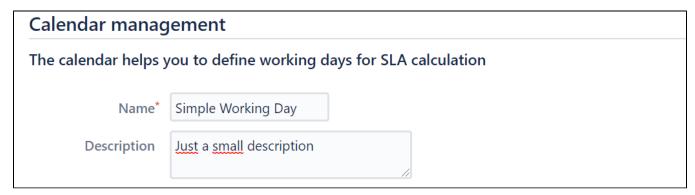# I. Create a working calendar

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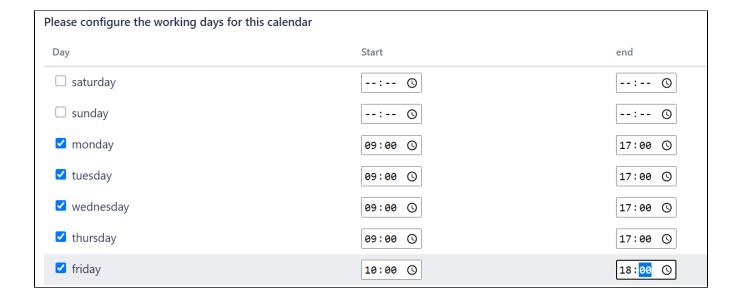
Create a name

Only the name of the working calendar is a mandatory field

Calendar management

The calendar helps you to define working days for SLA calculation

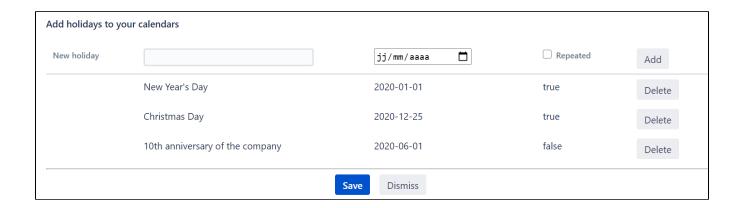|	
Name*	Simple Working Day
Description	Just a small description

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	✏ 🗑 ①