

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*

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
<input type="checkbox"/> saturday	--:--	--:--
<input type="checkbox"/> sunday	--:--	--:--
<input checked="" type="checkbox"/> monday	09:00	17:00
<input checked="" type="checkbox"/> tuesday	09:00	17:00
<input checked="" type="checkbox"/> wednesday	09:00	17:00
<input checked="" type="checkbox"/> thursday	09:00	17:00
<input checked="" type="checkbox"/> 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 Repeated

New Year's Day	2020-01-01	true	<input type="button" value="Delete"/>
Christmas Day	2020-12-25	true	<input type="button" value="Delete"/>
10th anniversary of the company	2020-06-01	false	<input type="button" value="Delete"/>

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

You can modify or delete the calendar (1)

Calendar management

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Calendar	Description	Actions
Simple Working Day	Just a small description	  