

# 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
<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

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

