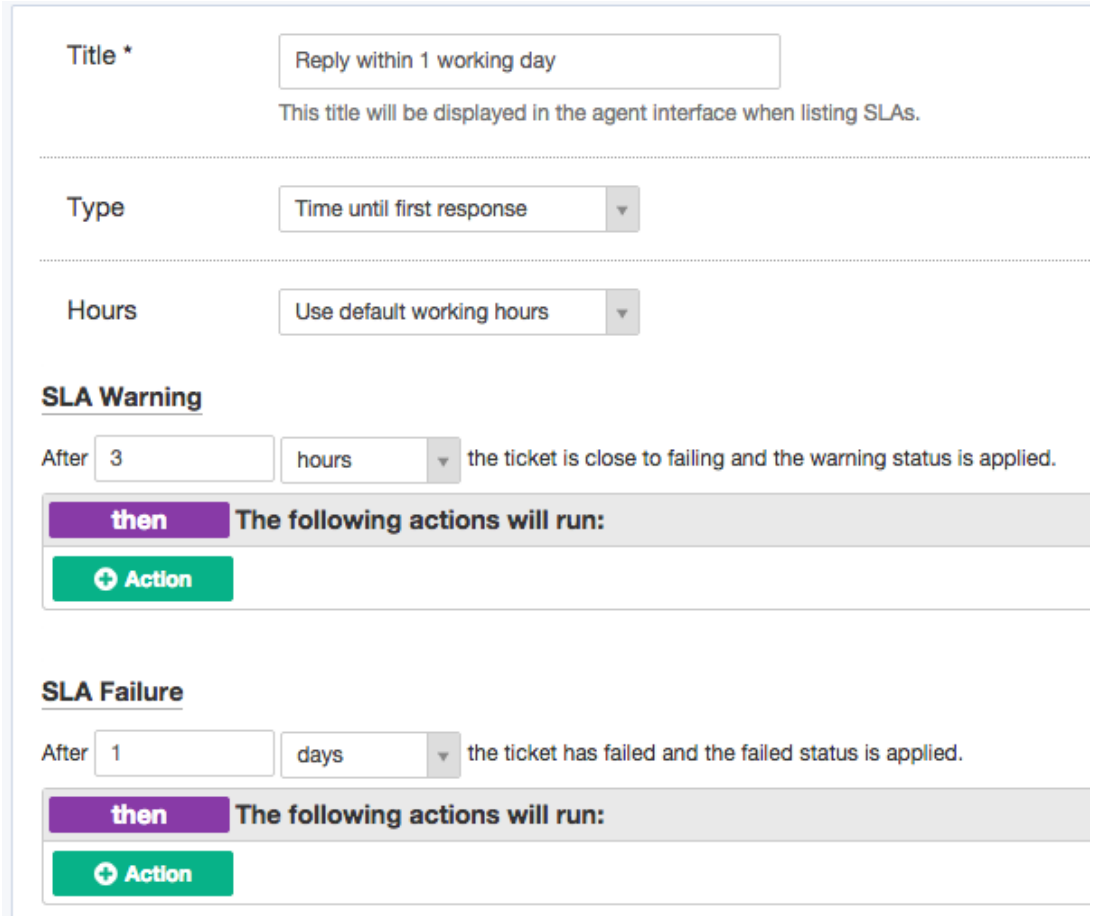
How come my "1 day" SLA has a failure date 3 days away?

Ben Henley - 2024-01-09 - Kommentarer (0) - Deskpro Legacy

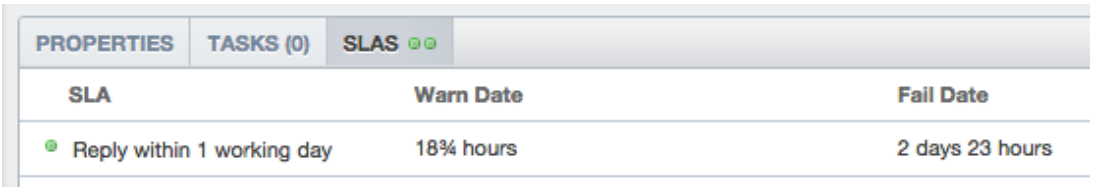
Question:

I set up an SLA to fail after one working day. But when I look at the failure date, it can be more than a day away - sometimes 2 or 3 days. What's going on?

This is my SLA:



And this is a ticket with the SLA applied:



Answer:

The reason this happens is because the SLA runs within working hours, and you've set the ticket to fail after "1 day" has elapsed. Deskpro interprets "1 day" as **24 working hours**.

Suppose your working day is 9 hours long, and a ticket comes in first thing. The first day counts as 9 hours on the 'elapsed time' clock, the second day counts as another 9 (bringing the clock to 18), and the ticket fails on the third day, after another 6 hours elapse and the required 24 working hours have passed.

To accomplish what you're trying to do, you should set the SLA to fail after the length of your working day in hours, not "1 day".