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## Why does my 1 day SLA have a failure date 3 days away?

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If you set up an SLA to fail after one day. But when you look at the failure date it can be more than a day away - sometimes 2 or 3 days.

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

Suppose your working day is 8 hours long, as set by your Business Hours in **Admin > Configuration > Business Hours**, and a ticket comes in first thing. The first day counts as 8 hours on the 'elapsed time' clock, the second day counts as another 8 (bringing the clock to 16), and the ticket fails on the third day after another 8 hours elapse and the required 24 working hours have passed.

To accomplish a **one working day SLA**, you should set the SLA to fail after the length of your working day in hours, not "1 day".

### Example

If your working day is 8 hours long, you want the SLA failure to look like this:

The screenshot shows a configuration interface for a failure rule. At the top, it says "3 Failure". Below that, there is a section labeled "After" with a text input field containing "8" and a dropdown menu set to "hours". To the right of this is the text "the ticket has failed and the failed status is applied." Below this is a section labeled "Then" with the text "the following actions will run". Underneath, there is a list of actions, each with a "Select..." dropdown menu. The first action dropdown is currently empty. To the right of the list are a trash icon and a plus icon.