Ability to have saved sets of working hours for different SLAs Collecting Feedback

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- **Όνομα φόρουμ:** #Feature Request

We'd like the ability to have saved sets of working hours for different SLAs that represent the customers in different regions of the world. Our North American hours are 7:30 to 5:00 where as our Australian hours are 9:00 to 5:00. We'd like to save the working hours for each of these regions and apply to the SLAs for each of those regions.

Benefits are not needing to enter data for hours over and over for multi-level SLAs and to update hours should they change in one place versus the many levels.