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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 business rule. At the top, there is a tab labeled "Failure". Below it, the condition is set to "After 8 hours the ticket has failed and the failed status is applied." The "8" is in a text input field, and "hours" is in a dropdown menu. Below the condition, there is a section titled "Then" with the text "the following actions will run". Underneath, there is a list of actions, currently showing two placeholder items: "Select..." in dropdown menus. To the right of the list are icons for deleting an action (trash) and adding a new action (+).