More flexibility for setting custom/default working hours with breaks Collecting Feedback

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- **Fórum neve:** #Feature Request

Our working hours are 08:00 to 12:00 and 13:30 to 17:30, meaning we wouldn't want our SLA's to count/apply between 12:00 and 13:30. Currently there isn't a way to set this up.

Example : Someone creates a ticket at 08:00, SLA for first reply is 6 working hours, then SLA fails not at 14:00 but at 15:30, because 12:00 to 13:30 is not counted.