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System wide holiday & working hours definition Collecting Feedback

- R Ralph
- 포럼 이름: #Feature Request

1. It would be nice to have the chance to reference to the system-wide holiday definition in ADMIN-TICKET-SETTING when defining new SLAs; 2. It should be possible to generally define different working hours schemes that could be referenced to when defining SLAs. Elsewhere I have to redefine it again and again as "custom working hours.

댓글 (3)

CC **Claire Collier**

8 년 전

Also recurring holidays do not save when attaching holidays into an SLA (e.g. Christmas Day/Boxing Day/New Years Day) If we had an additional set of saved holidays that would be much easier as the feature request above states.

CB **Clint Broadhead**

11 년 전

Here in the states we have holidays that do not correlate on a specific date, but on a specific day in the month. Examples of common, no work, holidays that do not fall on a specific day: Memorial Day - Celebrated on the last Monday in the month of May Labor Day - Celebrated on the first Monday in September Thanksgiving Day - Celebrated on the fourth Thursday in November It would be nice to be able to schedule these as reoccurring holidays, because I am lazy. :D

BB **Becki Burrows**

12 년 전

We need to track whether we have met SLAs wrt total user waiting time. in order to do this we need to know the user waiting time only during working hours.