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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 the 'Business Rules' configuration interface. A 'Failure' rule is selected, indicated by a circled '3' icon. The rule is set to trigger 'After 8 hours', with a note that 'the ticket has failed and the failed status is applied'. Below this, a 'Then' section is shown with a placeholder 'the following actions will run' and a 'Select...' button. There are also delete and add buttons for managing actions.