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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 'Failure' configuration for an SLA. It includes a section 'After' with a text input '8' and a dropdown menu set to 'hours'. Below this, a description reads 'the ticket has failed and the failed status is applied.' A 'Then' section, highlighted in light purple, states 'the following actions will run'. This section contains a list of actions, each with a 'Select...' dropdown menu. To the right of the actions list are a trash icon and a plus icon for adding new actions.