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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 is titled '3 Failure'. Under the 'After' section, the value '8' is entered in a text box, and 'hours' is selected in a dropdown menu. To the right of these fields, the text 'the ticket has failed and the failed status is applied.' is displayed. Below this, a section titled 'Then' with the subtitle 'the following actions will run' contains a list of actions. The first action is shown with two dropdown menus, both containing the text 'Select...'. To the right of the action list are a trash icon and a plus icon for adding more actions.