Why does my 1 day SLA have a failure date 3 days away?

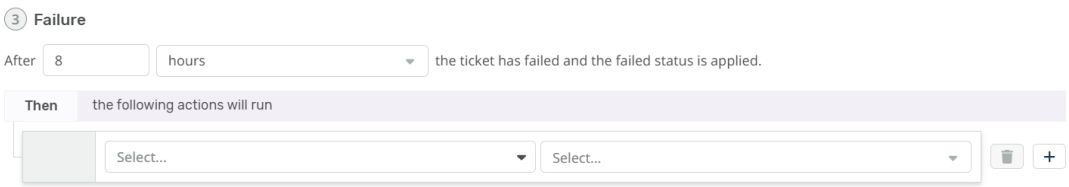
Dan Baker - 2023-09-07 - Yorumlar (0) - Business Rules

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: