

Kiến thức cơ bản > Deskpro Legacy > How can I set different SLA response times for weekdays and weekends?

How can I set different SLA response times for weekdays and weekends?

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Question:

How can I set up an SLA with different response times for weekdays and weekends?

Answer:

Please see <u>Different SLA response times for weekdays and weekends</u> in the admin manual.