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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 a configuration interface for a failure rule. At the top, there is a tab labeled "Failure" with a circled "3" next to it. Below this, the "After" field is set to "8" and the unit is "hours". To the right of these fields, the text reads "the ticket has failed and the failed status is applied." Below this is a "Then" section with the text "the following actions will run". Underneath, there are two dropdown menus, both labeled "Select...", followed by a trash icon and a plus sign icon.