

SLA Calendar



SLA Calendar defines the designated business hours for each day of the week, as well as the designated days off each week. SLA PowerBox considers days off, non-working hours and/or special working hours while calculating the remaining time.

Add a Calendar

1. Go to Apps SLA for Jira Calendars Work Calendars click Add a Calendar.
2. Fill in the Name and optional description.
3. Select a timezone for the current Calendar.
4. Pick workdays from the drop-down list. Holidays and unusual working hours can be defined in respective tabs. You can add [Holiday scheme](#) and /or [Special support scheme](#) when needed.
5. Input the working hours click Add.
6. Confirm by clicking Save.

Once the work hours are set, you can easily access the information about the schedule for any specific day in the Calendar on the right-hand side. When selecting the day, the data regarding the working hours will be displayed below.

The screenshot displays the Jira SLA Calendar configuration page. The left sidebar contains navigation links for 'Agreements', 'Behaviours', 'Goals', and 'CALENDARS'. The 'CALENDARS' section is expanded, showing 'Work Calendars', 'Holiday Schemes', and 'Special Support'. The 'Work Calendars' section is active, showing a form for adding a new calendar. The form includes fields for 'NAME' (Tech Support EU), 'DESCRIPTION', and 'TIME ZONE' (Default Time Zone). Below these fields are tabs for 'Weekdays', 'Holidays', and 'Special Support'. The 'Weekdays' tab is selected, showing a list of days with checkboxes: Wednesday, Thursday, and Friday are checked. The 'Operations' section shows a table with columns 'FROM', 'TO', and 'OPERATIONS'. The table has three rows for the selected days, each with a time range from 08:00 to 20:00 and a 'Delete' button. A 'Save' button is at the bottom left. On the right, a calendar widget shows the month of July 2023, with the 11th highlighted. A red box highlights the 'Details for 11/Jul/2023' section, which shows 'Total working hours: 12h' and '08:00 - 20:00 weekdays'.

Edit a Calendar

1. Go to Apps SLA for Jira Calendars Work Calendars.
2. Locate the needed Calendar.
3. Click on three vertical dots in the Operations section Edit.
4. Make the necessary adjustments Save.

Delete a Calendar

1. Go to Apps SLA for Jira Calendars Work Calendars.
2. Locate the needed Calendar.
3. Click on three vertical dots in the Operations section Delete.
4. Confirm by clicking Remove.