

SLA Calendar

i 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 'Add a Calendar' configuration page in Jira. The top navigation bar includes 'Jira Software', 'Your work', 'Projects', 'Filters', 'Dashboards', 'Teams', 'Apps', and 'Create'. The left sidebar shows navigation options: 'Agreements', 'Behaviours', 'Goals', 'CALENDARS', 'Work Calendars', 'Holiday Schemes', and 'Special Support'. The main form contains the following fields:

- NAME:** Tech Support EU (marked with a red '2')
- DESCRIPTION:** (empty text area)
- TIME ZONE:** Default Time Zone (marked with a red '3')

Below the form are three tabs: 'Weekdays', 'Holidays', and 'Special Support'. The 'Weekdays' tab is selected, showing a table with the following structure:

WEEKDAY	FROM	TO	OPERATIONS
Monday, Tuesday, Wednesday, Thursday, Friday	12:00 AM	12:00 AM	Add
<input checked="" type="checkbox"/> Wednesday	08:00	20:00	Delete
<input checked="" type="checkbox"/> Thursday	08:00	20:00	Delete
<input checked="" type="checkbox"/> Friday	08:00	20:00	Delete
<input type="checkbox"/> Saturday	08:00	20:00	Delete
<input type="checkbox"/> Sunday	08:00	20:00	Delete
Thursday	08:00	20:00	Delete
Friday	08:00	20:00	Delete

At the bottom of the form are 'Save' and 'Cancel' buttons (marked with a red '6'). On the right side, a calendar for July 2023 is shown, with the date 11/Jul/2023 selected. A red box highlights the 'Details for 11/Jul/2023' section, which displays '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.