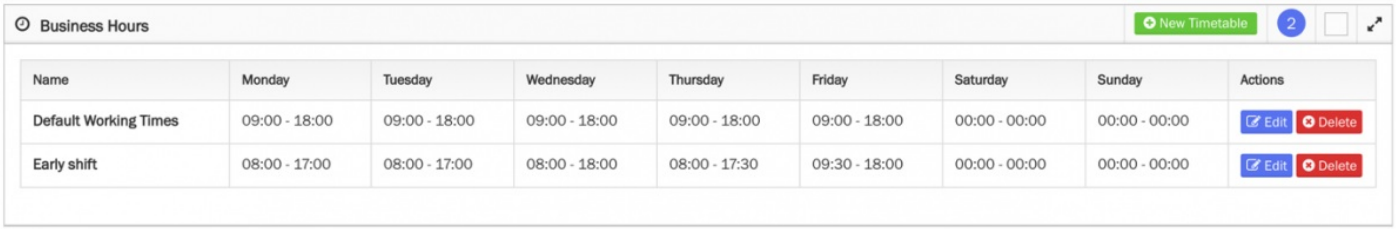
Working hours & Days

Working hours is located under Settings->Productivity->Working Hours.

It is important that these are set to maximise other features in Puzzel Ticketing. SLA's only calculate during working hours and through the business hours the calculation is carried out.

Default Working Hours are provided.

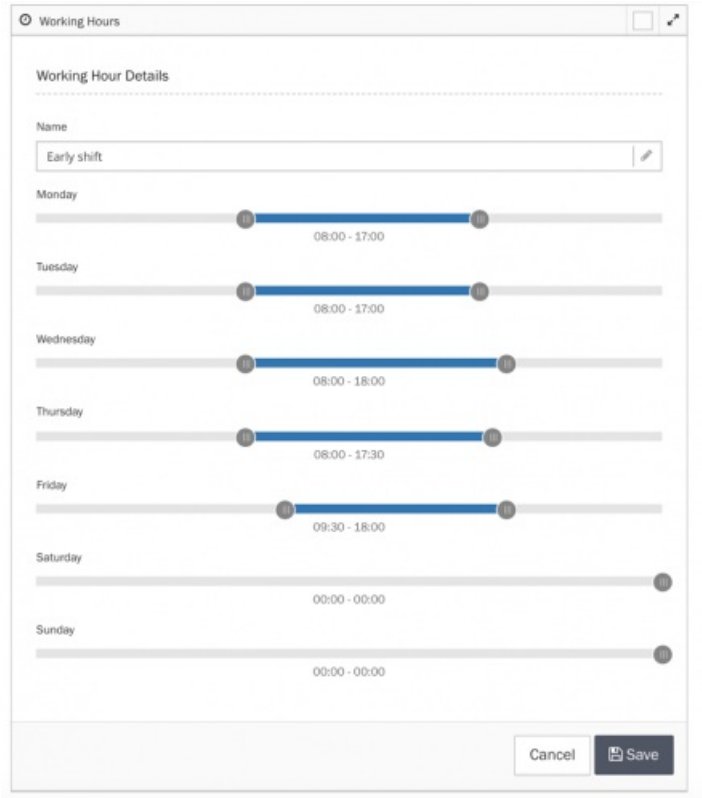


Name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Actions
Default Working Times	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	00:00 - 00:00	00:00 - 00:00	Edit Delete
Early shift	08:00 - 17:00	08:00 - 17:00	08:00 - 18:00	08:00 - 17:30	09:30 - 18:00	00:00 - 00:00	00:00 - 00:00	Edit Delete

To set up a new timetable or edit an existing click on appropriate button.

In addition Work Holidays are added here. These are typically Public Holidays and when set customers received the out of hours auto response and these days are not included in SLA calculations.

Include screenshot



Copyright ©2022 Puzzel Ltd. All rights reserved.