

Office Working Hour Deadline

Office Working Hour Deadline Plugin is an essential addition to the working environment where SLAs and deadlines are implemented.

This plugin will intercept and override how calculations are made by Joget when calculating due dates for SLAs and deadlines imposed on a process.

The Office Working Hour Deadline plugin takes the following into account during calculations:

- Holidays
- Working Hours
- Working Days

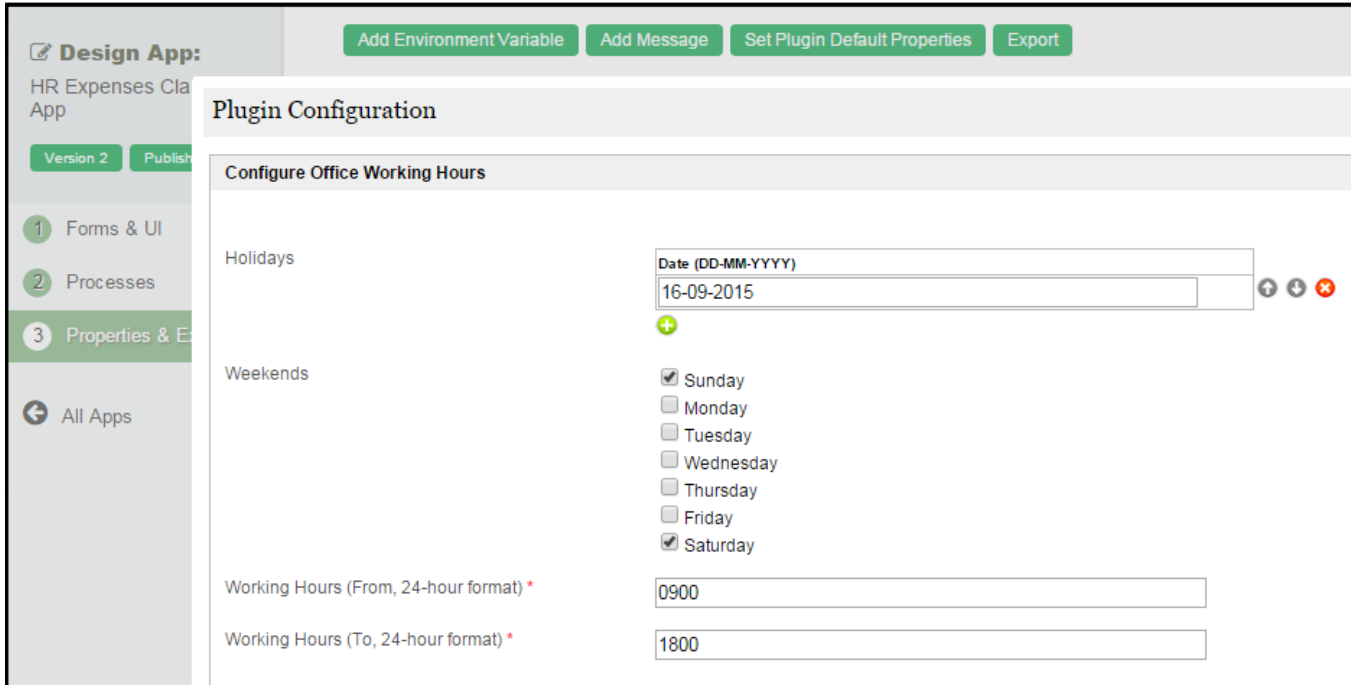


Figure 1: Office Working Hour Deadline Properties

Name	Description
Holidays	Define holidays in this grid in 'DD-MM-YYYY' format.
Weekends	Check the weekend days where applicable.
Working Hours (From, 24-hour format)	Define your working hours in 24 hours format without colon sign in between.
Working Hours (To, 24-hour format)	Define your working hours in 24 hours format without colon sign in between.

Example on how to calculate deadline/SLA due

Configure Office Working Hours

Holidays	Date (DD-MM-YYYY) +
Weekends	<input checked="" type="checkbox"/> Sunday <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input checked="" type="checkbox"/> Saturday
Working Hours (From, 24-hour format) *	0900
Working Hours (To, 24-hour format) *	1800

Figure 2: Sample Configurations on Office Working Hours plugin

As shown in figure above, the working hours set are from 9am to 6pm every weekday.

Monitor Apps

- Running Processes
- Completed Processes
- Audit Trail
- Tomcat Logs

View Graph
Abort Instance
Remove Instance
Re-evaluate

Process ID	58_hr_expense_process1
Process Definition ID	hr_expense#6#process1
Process Version	6
Process name	Expense Approval Process
State	open.running
Service Level Monitor	■
Requester	cat
Start Time	23-09-2015 05:48 PM
Limit	10.0 hour(s)
Due Date	25-09-2015 09:48 AM
Delay	
Finish Time	
Time From Date Started	

Figure 3: Sample process instance details view

A process instance is started on 5:48pm on 23 September. According to the process design, the process has a SLA of 10.0 hours.

With the Office Working Deadline plugin activated, the due date would not be a mere 5:48pm + 10 hours. It will be 5:48pm + 10 working hours.

On 23 September, there's only 12 minutes worth of working hours left. On 24 September, which is another new working day, we will get a full 8 hours from it. We have 8 hours and 12 minutes now and need another 1 hour 48 minutes. Effectively, the due date would be on **25 September, 9:48am**.