

# Process Deadlines, Exceptions and SLAs

- [Deadlines and Escalations](#)
- [Defining SLA Indicators](#)
- [Enabling Data Collection for SLA Implementation](#)
- [SLA - Service Level Agreement](#)
- [Trigger Deadline based on specific Date value](#)

## Business Hours, Business Days & Holidays

In Joget, process deadlines and SLAs can be recalculated using the Deadline Plugin. The Enterprise version includes a deadline plugin called [Office Working Hour Deadline](#) which allows a user to recalculate process deadlines and SLAs to actual business hours (8 hours), business days (exclude Saturday and Sunday) and holidays.

## Related Elements

- [Designing a Process](#)
- [SLA Report Menu](#)
- [Office Working Hour Deadline](#)