

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

Design App:

HR Expenses Cla
App

Version 2

Publish

1 Forms & UI

2 Processes

3 Properties & E

All Apps

Add Environment Variable

Add Message

Set Plugin Default Properties

Export

Plugin Configuration

Configure Office Working Hours

Holidays

Date (DD-MM-YYYY)

16-09-2015

+

↑

↓

×

Weekends

☒ Sunday

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☒ Saturday

Working Hours (From, 24-hour format) *

0900

Working Hours (To, 24-hour format) *

1800

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

☒ Sunday
☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☒ 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**.

Related Tutorials

- [Process Deadlines, Exceptions and SLAs](#)