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 Workflow, 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 sat & sun) and holidays.