Process Deadlines, Exceptions and SLAs

- Deadlines and Escalations
- Defining SLA Indicators
- Enabling Data Collection for SLA Implementation
- How to Check When Deadlines Not Executing
- 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