Holidays

Holidays are considered when working out the due time of a ticket that falls under an SLA plan. One-off and recurring holidays can be set up.

It's possible to filter holidays based on their name:

1. Visit **Settings -> Tickets -> Holidays** and click "Filter Results".
2. Search terms:
    1. **Name** - It is possible to search for partial names. For example, you could find "Christmas" by searching for "Chris" or "tmas".
3. The table will be filtered automatically as you enter search terms.

To create a new holiday, or update an existing holiday, please follow the following steps.

1. Visit **Settings -> Tickets -> Holidays**. If you're creating a new holiday click "Add Holiday", or if you're updating an existing holiday, find the holiday and click the edit (pencil) icon on the right side of the table row.
2. Complete the input fields:
    1. **Name** - The name of the holiday.
    2. **Month/Year** - The month and year the holiday is in. Keep the year field blank to make it a annually recurring holiday.
    3. **Day** - The day of the holiday, either a specific day or a specific weekday (such as first Tuesday or last Thursday).

3. Click the "Submit" button.

To delete a holiday, follow the below steps:

1. Visit **Settings -> Tickets -> Holidays**.
2. Search for the holiday you wish to delete (see   ).
3. Click the delete (cross) icon located on the right of the table.
4. Click on the left button, "Yes, Delete Holiday", that pops up confirming you would like to delete this holiday and it will now be deleted.