Calculate "Service Level Agreement (SLA)" with Pyshiftsla
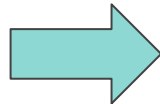
What ? Why ? How ?

Calculate SLA Resolution time is easy, right ?

10:00, A Support ticket is raised
by the Customer

13:15, The Ticket is Solved

A typical 9 to 5 workday

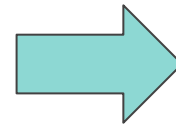Resolution time is
3 hours and 15 minutes

Calculate SLA Resolution time is easy, right ?

Friday, 10:00, ticket is raised

Monday, 13:15, ticket is solved

Fri	Sat	Sun	Mon

- Work in Saturday ? Just morning ?
- Employee's Vacation.
- National Holidays.
- Employees working Overtime, in any of the above cases.

Resolution time is ???