For this task, we will still use the data provided. Based on the cleansed file, I need you to compute the SLA of each ticket based on the following criterion:

1. In the tickets list sheet containing the cleansed data of tickets, add a new column "SLA Due Date".
2. Compute SLA for tickets with "Incident/ Problem" types only. For tickets which have "Request" types, print "No SLA for Request" in the cell.
3. Follow the SLA below:

1. Emergency - 4 hours
2. High Priority - 3 business days
3. Normal - 5 business days
4. Low - 10 business days

4. Please compute the due date for each ticket excluding weekends.
5. Add another column called "Breached SLA?".
   a. Print "Yes" if SLA Due date is greater than the Last Updated Date. Else, print "No".
6. Add a new worksheet called "Ticket Viewer".
   a. Formulate a way wherein a user can enter any ticket number, and the following will be populated:
      i. Subject
      ii. From
      iii. Date Created
      iv. Priority

    v. Type
   vi. Status
  vii. SLA Duedate
 viii. Breached SLA?