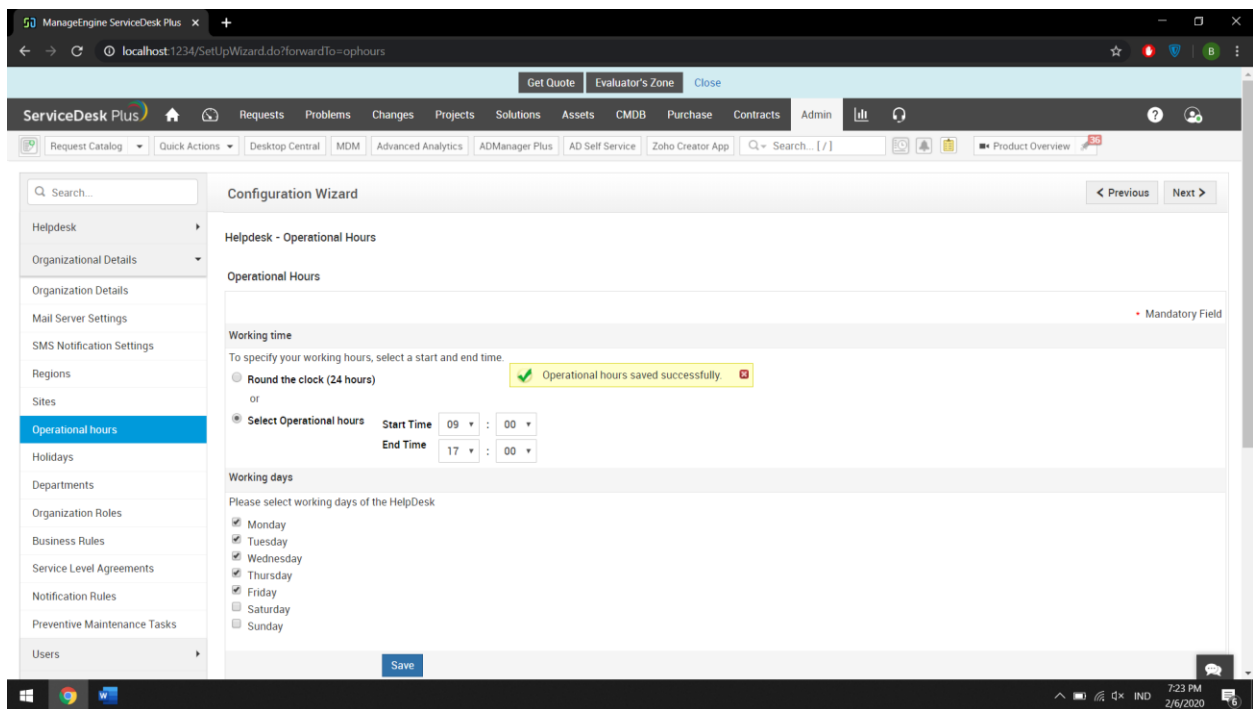


Menambah perusahaan



Mengatur jam operasional

ManageEngine ServiceDesk Plus x +

localhost:1234/SetUpWizard.do?forwardTo=holidays

Get Quote Evaluator's Zone Close

ServiceDesk Plus

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Helpdesk - Holidays

Add New Holiday Delete 1 - 1 of 1 Show 25 per page

	Date	Description	Recurring
<input type="checkbox"/>	Mar 25, 2020	hari Nyepi	No

Help card

You can add and view the list of holidays of your organization that is situated in various sites. This information along with the operational hours will be used for calculating the expected completion time of a service request, depending on the priority or SLA applicable to that request.

To view the holidays for a particular site, select the site from the **Holidays** for combo box in the Holidays List page.

To add a new holiday select the Site for which you want to add the holiday from the **Holidays** for combo box. Click the **Add New Holiday** link on the right hand side corner of the **Holiday** List table.

Note

1. If a site is not selected from the Holidays for combo box, then the holiday gets added under Default Settings.
2. If the sites are not configured in Admin- Sites, then the Holidays for comb box will not appear.
3. The Site Admin can add and view the holidays to the sites which he is associated from the Holidays for combo box.
4. If the Holidays of a particular site refers to another site's settings, then during the site change, a pop-up denoting the selected site's refer site will be displayed. If the Holidays configured in the Site to be deleted is being referred by one or more Site(s), then during the Site deletion process, the Site(s) to be deleted will be listed along with the Holidays that they refer. You can either choose the refer Site's settings to refer default settings or change to any other Site's settings that you require.

Add New Holiday

Select the **Date** by invoking the calendar icon beside the date field. This is mandatory field.

Enter a brief description of the holiday in the **Description** text field.

If it is a repeated holiday, say Jan 1st (New Years Day), then enable the check box beside **Check if this is a recurring holiday**. On enabling this check box you need not add the holiday every year.

Click **Save** button. The holiday get saved under the specified site. Click the **Save and add new** button to save the holiday and add another holiday.

Menambah hari libur

ManageEngine ServiceDesk Plus x +

localhost:1234/LocationDef.do

Get Quote Evaluator's Zone Close

ServiceDesk Plus

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Organization Details - HelpDesk - Regions

SUCCESS Region details added successfully

Add New Region 1 - 2 of 2 Show 2 per page

	Region Name	Description
<input checked="" type="checkbox"/>	Indonesia	
<input checked="" type="checkbox"/>	USA	USA

Help card

You can add the list of places where you have set up branches of your organization. To add a new region, click the **Add New Region** link on the right hand side corner of the **Region** List table.

Add New Region

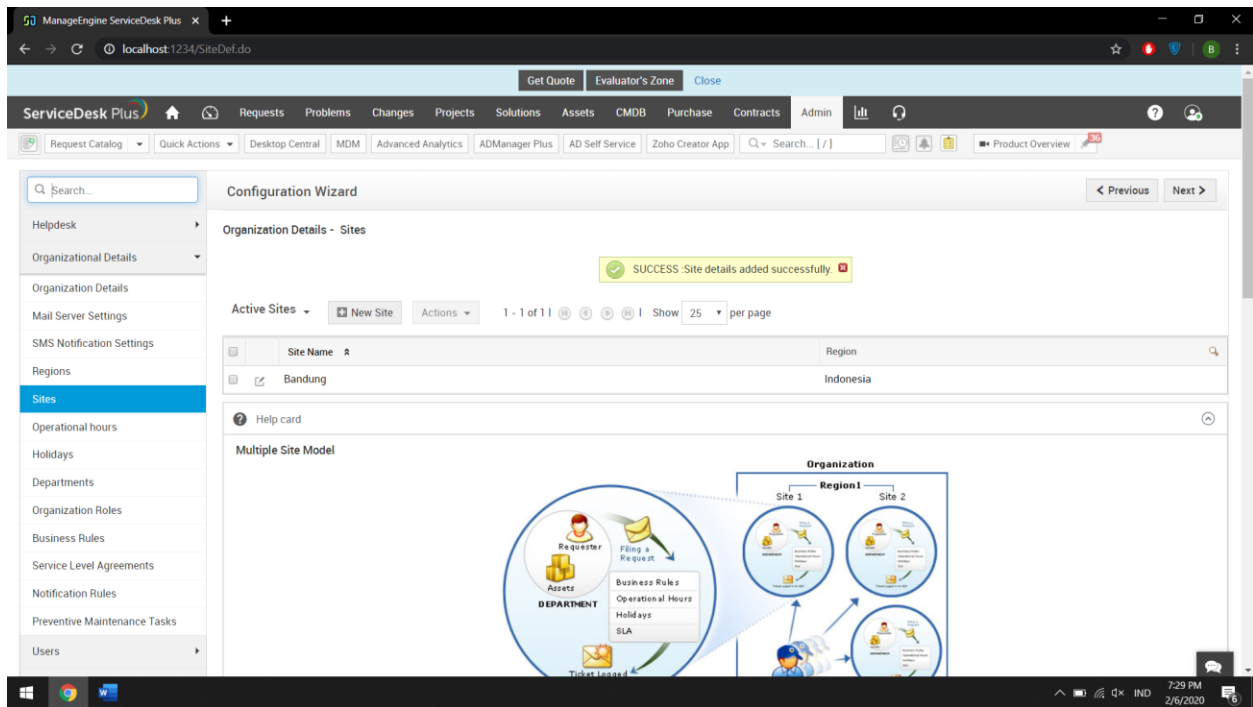
The Add Region form has two fields, namely region name and description.

Region Name is where you need to enter the name of the place where you have your branch operation set up. You can enter a brief description in the **Description** field, that will give relevant information about the activities of the branch operation situated in the above region.

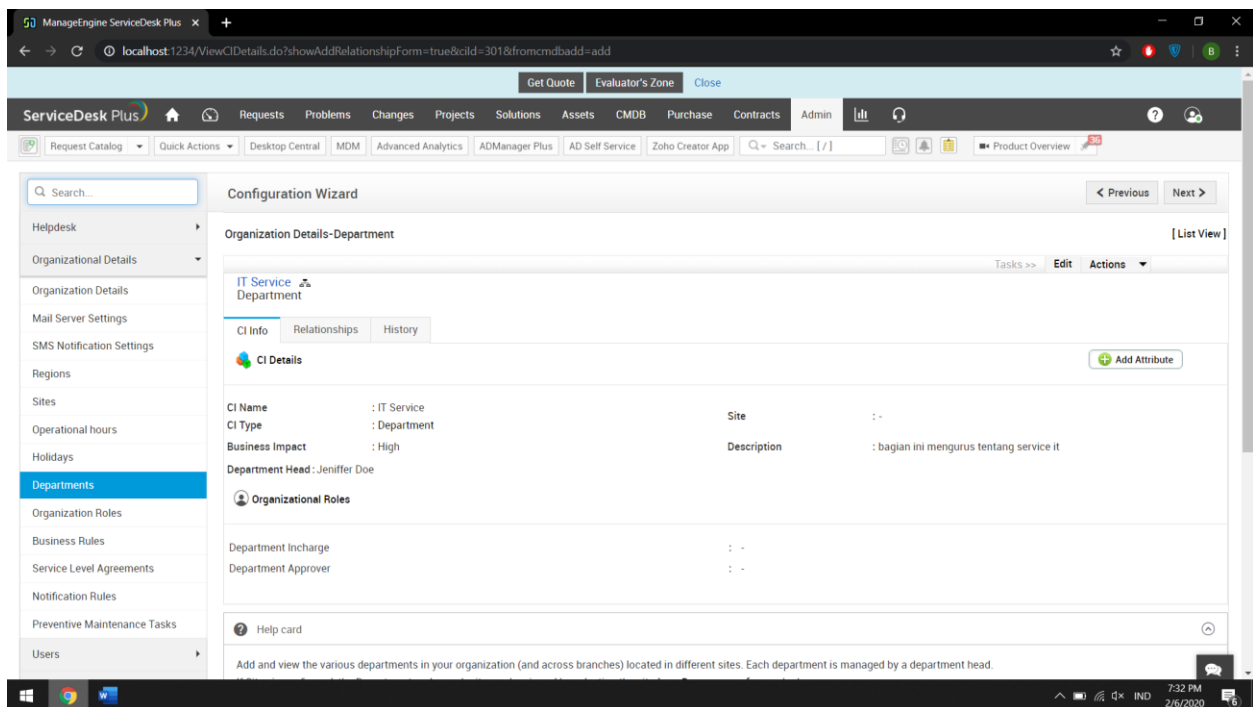
Click the **Save** button to save the region and return to the list view.

Click the **Save and add new** button to save the region and add another region.

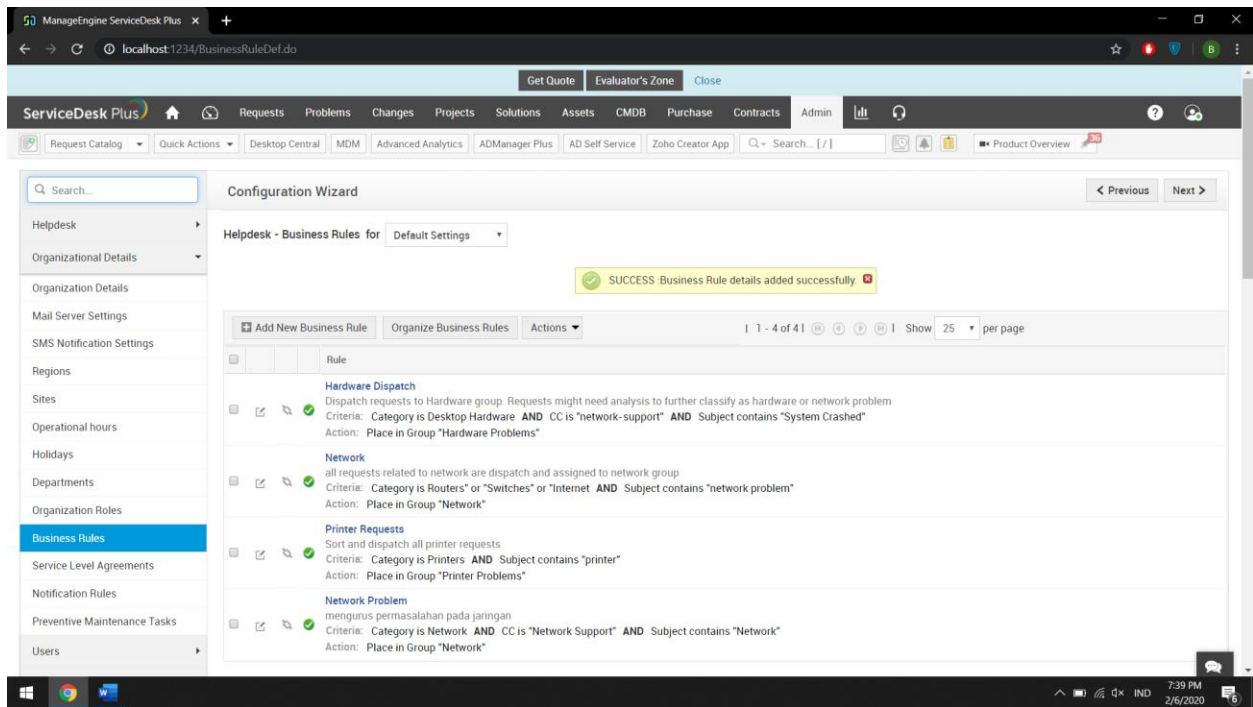
Menambah region



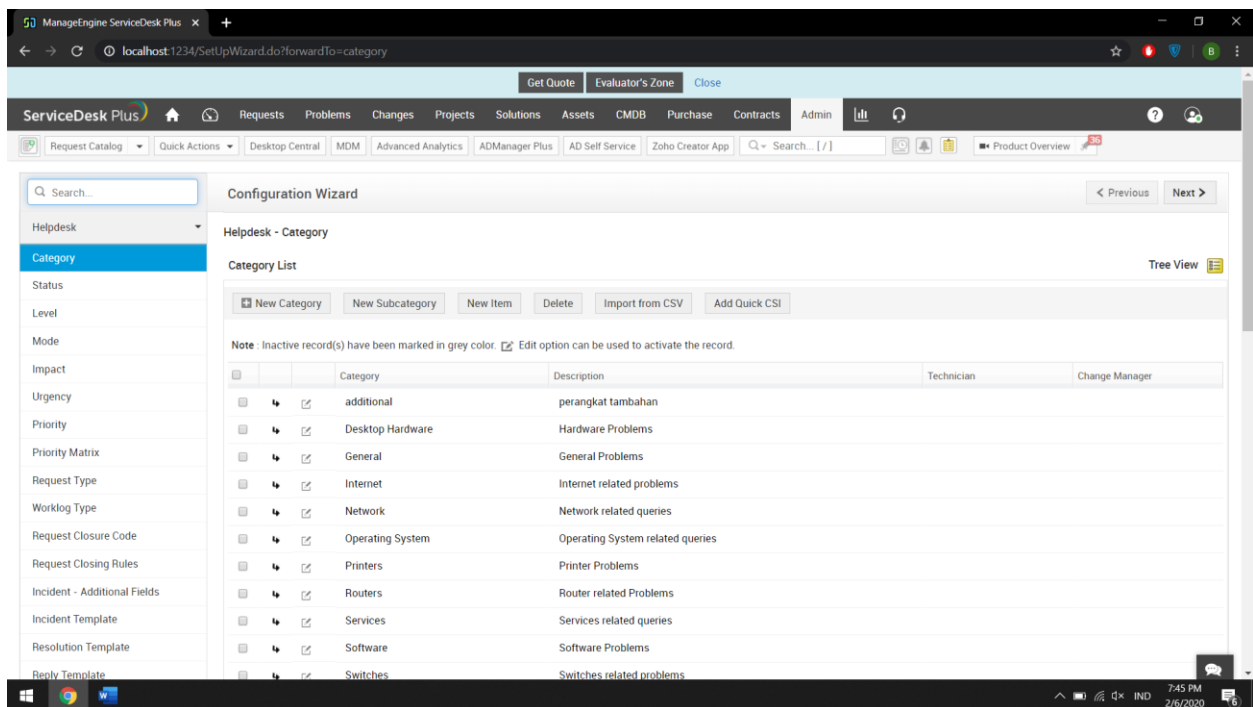
Menambah cabang



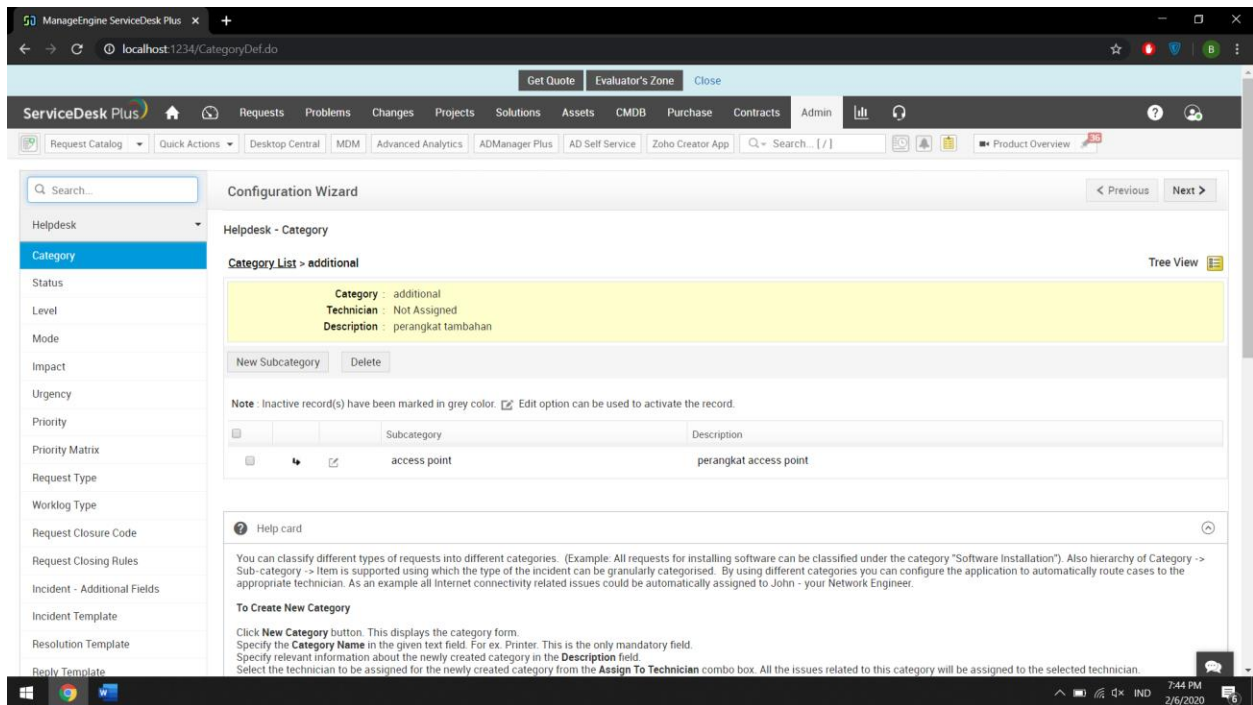
Menambah departement



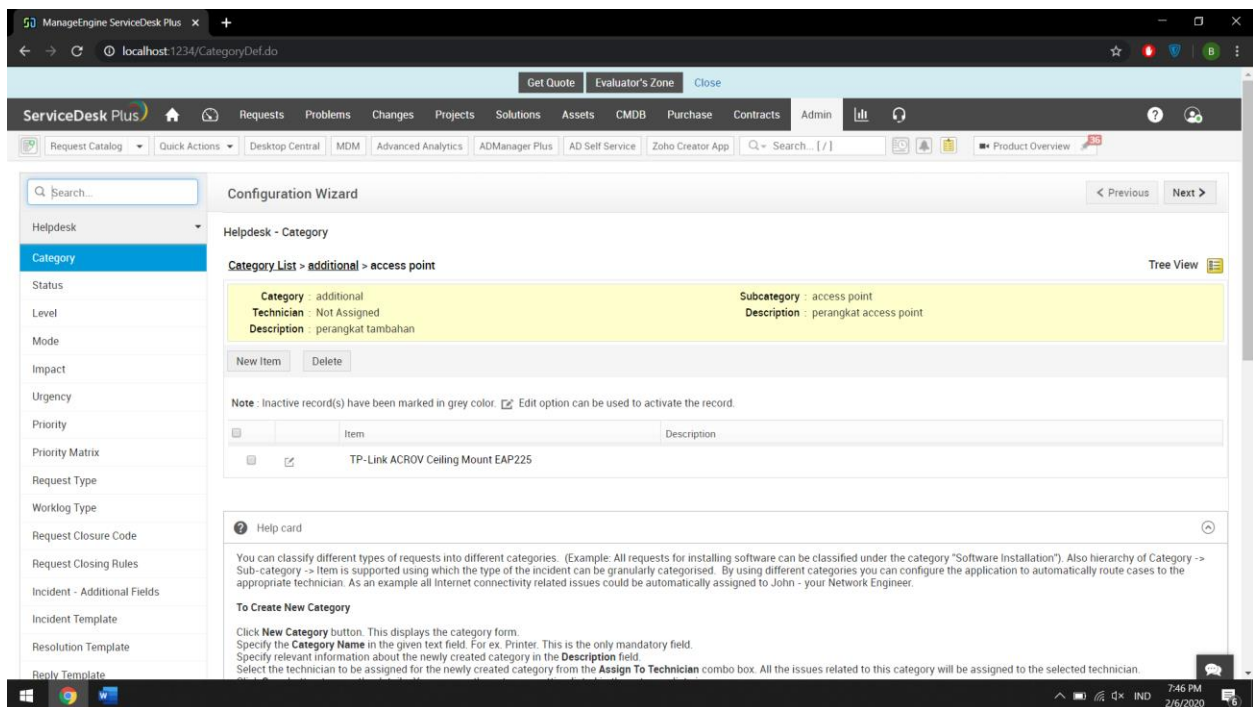
Menambah business rules



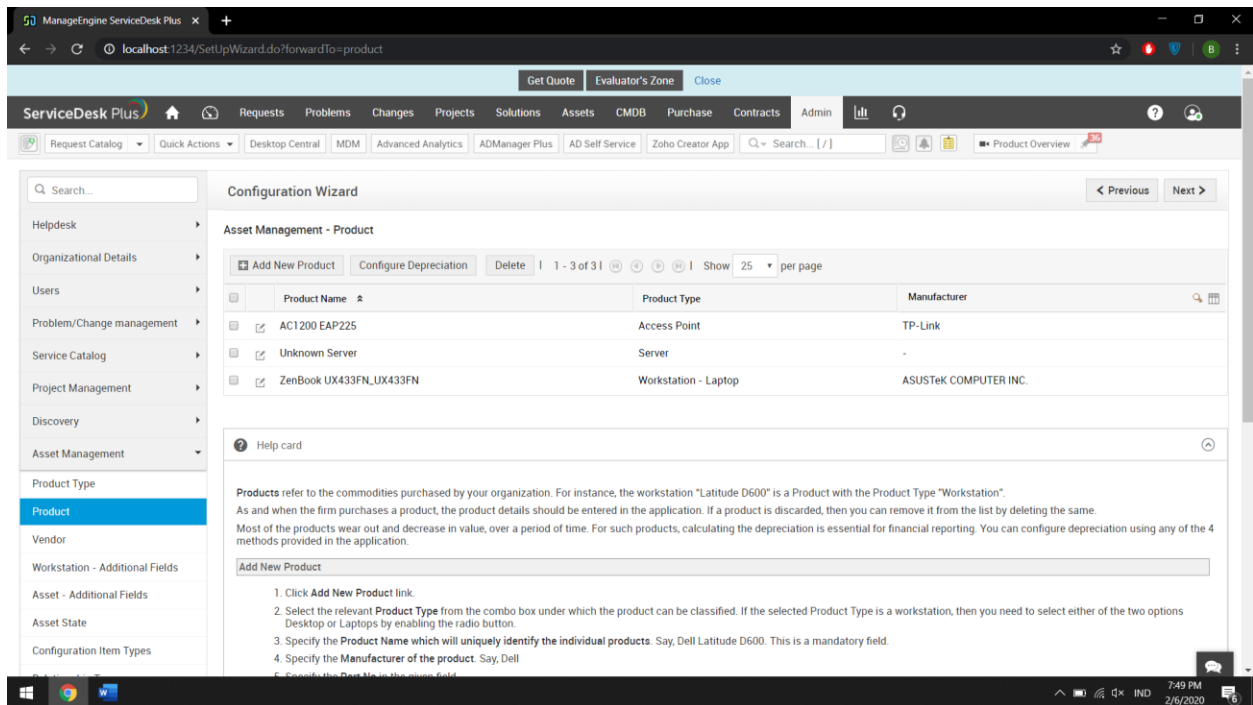
Membuat category



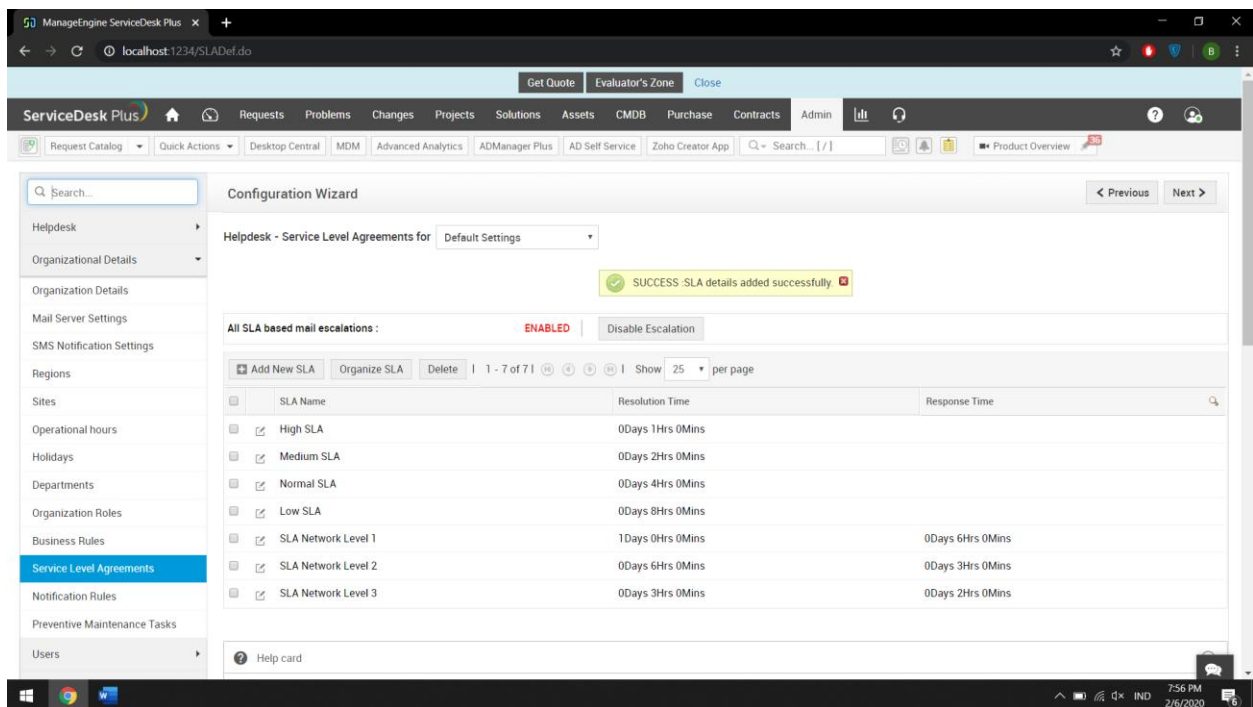
Membuat subcategory



Menambah category asset



Menambah asset



Membuat SLA baru