**Support Hours**

The support hours entity is stored as :-

|  |  |  |
| --- | --- | --- |
| Name | From | To |
| 24 hours | 0 | 24 |
| 1am-2am | 1 | 2 |
| 1am-3am | 1 | 3 |
| 1am-4am | 1 | 4 |
| 9am-5pm | 9 | 17 |
| 9am-6pm | 9 | 18 |

and so on….

The support hours combo will present the “Name” column as the choice in the support hours combo in the filters dashboard.

**Time Zones**

The timezone entity is stored as :-

|  |  |
| --- | --- |
| Name | Difference |
| PST | -8 |
| WGST | -2 |
| EGT | -1 |
| GMT | 0 |
| CET | 1 |
| EET | 2 |
|  |  |

and so on….

The timezone combo will present the “Name” column as the choice in the timezone combo in the filters dashboard.

**Sample CompareCloudware application data**

Below is a mock-up of 7 cloud applications with associated support hours and timezone.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| App | Support | From | To | Timezone | GMT diff |
| A | 1am-9am | 1 | 9 | PST | -8 |
| B | 9am-5pm | 9 | 17 | GMT | 0 |
| C | 9am-5am | 9 | 17 | PST | -8 |
| D | 8am-5pm | 8 | 17 | GMT | 0 |
| E | 9am-6pm | 9 | 18 | GMT | 0 |
| F | 12am-8pm | 0 | 20 | GMT | 0 |
| G | 5pm-1am | 17 | 25 | GMT | 0 |

**In the calculations, COMBO\_GMT\_TIME\_DIFF is the timezone combo value.**

**In the calculation, APP\_GMT\_TIME\_DIFF is the stored cloud application timezone.**

**Use Case #1**

User chooses timezone GMT with support hours 9am-5pm, therefore COMBO\_GMT\_TIME\_DIFF equals 0.

“Give me all apps where support from <= (9 + APP\_GMT\_TIME\_DIFF + COMBO\_GMT\_TIME\_DIFF) & support to >= (17 + GMT\_TIME\_DIFF + COMBO\_GMT\_TIME\_DIFF)”

**Application selection results : A,B,D,E**

**Use Case #2**

User chooses timezone GMT with support hours 5pm-1am, therefore COMBO\_GMT\_TIME\_DIFF equals 0.

“Give me all apps where support from <= (17 + APP\_GMT\_TIME\_DIFF + COMBO\_GMT\_TIME\_DIFF) & support to >= (25 + GMT\_TIME\_DIFF + 0)”

**Application selection results : C**

**Use Case #3**

User chooses timezone PST with support hours 9am-5pm, therefore COMBO\_GMT\_TIME\_DIFF equals -8.

“Give me all apps where support from <= (9 + APP\_GMT\_TIME\_DIFF - COMBO\_GMT\_TIME\_DIFF) & support to >= (17 + GMT\_TIME\_DIFF - COMBO\_GMT\_TIME\_DIFF)”

**Application selection results : C,G**

**Use Case #4**

User chooses timezone PST with support hours 4am-12pm, therefore COMBO\_GMT\_TIME\_DIFF equals -8.

“Give me all apps where support from <= (4 + APP\_GMT\_TIME\_DIFF - COMBO\_GMT\_TIME\_DIFF) & support to >= (12 + GMT\_TIME\_DIFF - COMBO\_GMT\_TIME\_DIFF)”

**Application selection results : F**