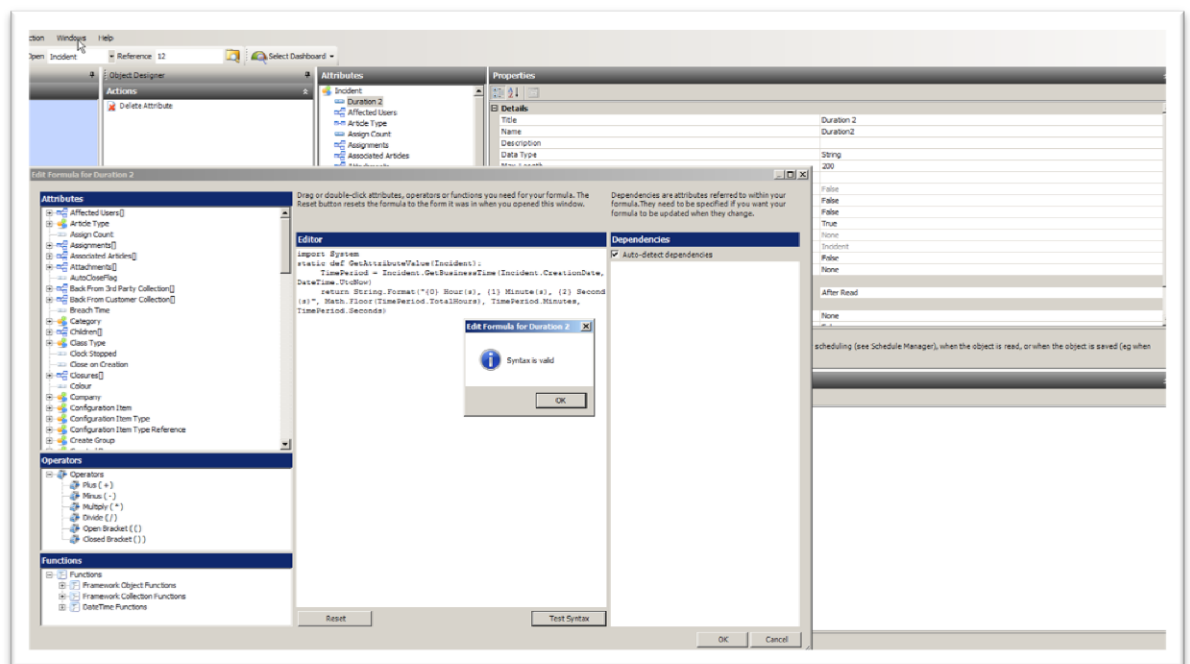


Using the business time function in a calculation – Step by Step

NOTE: This example creates the calculation on the Incident object itself. If you are creating this on another object such as Incident Resolution please see the notes in this article <http://forum.landesk.com/support/docs/DOC-8623> (the second calculation under “The GetBusinessTime calculation function” section.)

1. As always, please try this on a test or development environment before implementing it on live. When configuring in live, ensure that you have taken a full database backup.
2. In Object Designer within Incident Management - Incident, create a new string attribute with a length that will comfortably hold all the characters in the string the calculation is creating. Only you know how long an incident might possibly be open in your business, but at a guess 50 characters should be very sufficient.
3. Scroll down the attribute properties to where it says Calculation Type and set this to After Read.
4. The calculation editor now pops up. Under the line static def GetAttributeValue(Incident): paste the calculation lines from the community article: <http://forum.landesk.com/support/docs/DOC-8623>



5. Test that the syntax is valid and then save your changes. If the syntax is not valid then this article may be helpful to you: <http://forum.landesk.com/support/docs/DOC-6413>
6. In Window Manager, add your new string field onto your incident window and/or any queries that you want to see this information on.

7. This should now be working. If the field is showing no values check that:
 - a. A response level has been applied to the incident.
 - b. That since the incident was logged some “business hours” have elapsed. In other words, check the calendar associated with the response level and ensure that some working hours have passed since the incident was created.
8. If the calculation is not working correctly you may want to refer to the advice in this article: <http://forum.landesk.com/support/docs/DOC-6413>