Predicted resolution date based on business hours

Use case

This calculated field will return the **predicted resolution date** of the **issue** by adding the remaining estimate to the current date and taking business hours into consideration.

To achieve this, a **calendar** is used to specify the actual business hours.

Configuration

1 Create a new **Calculated Date-Time Field (by JWT)** custom field and name it appropriately.

Providing a description will help you to identify **what** the custom field does, but this step is **optional.**

2

Parser expression

Add the following expression:

Date/Time expression for Calculated date/time field:

```
{issue.remainingEstimate} != null ? addTime({system.currentDateTime},({issue.
remainingEstimate} * {MINUTE}), "working-hours", LOCAL) : null
```

more info...

`working-hours` is the JWT calendar used to specifiy the actual business hours. In this example we will assume a simple eight-hour working day:

Calendar expression for 'working-hours':

```
MON-FRI {
   08:00-17:00;
}
```

3

Display Format

1

Format type

Choose **Date Time Picker**

4

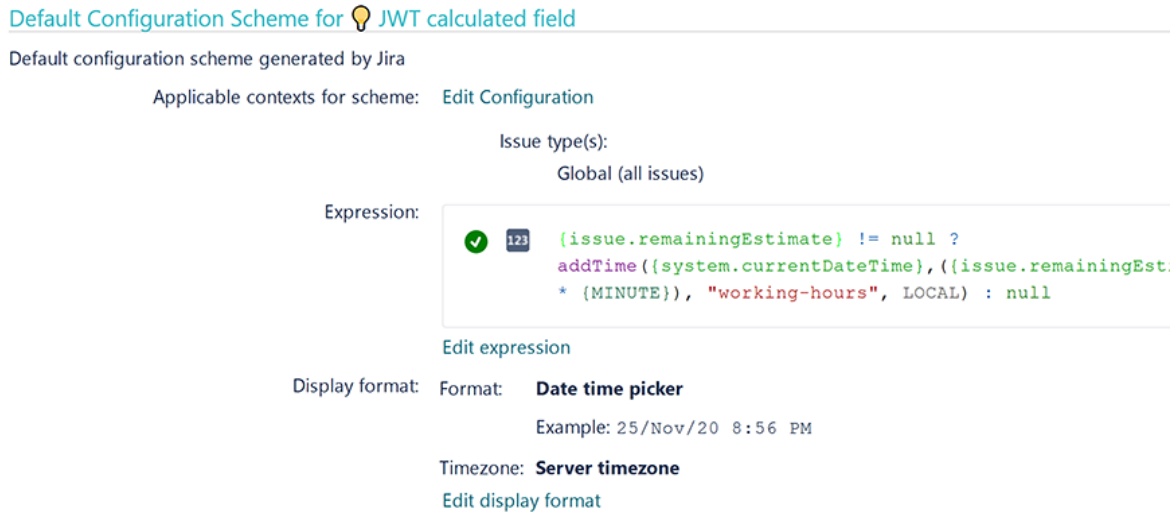
Add the field to the relevant view **screens.**

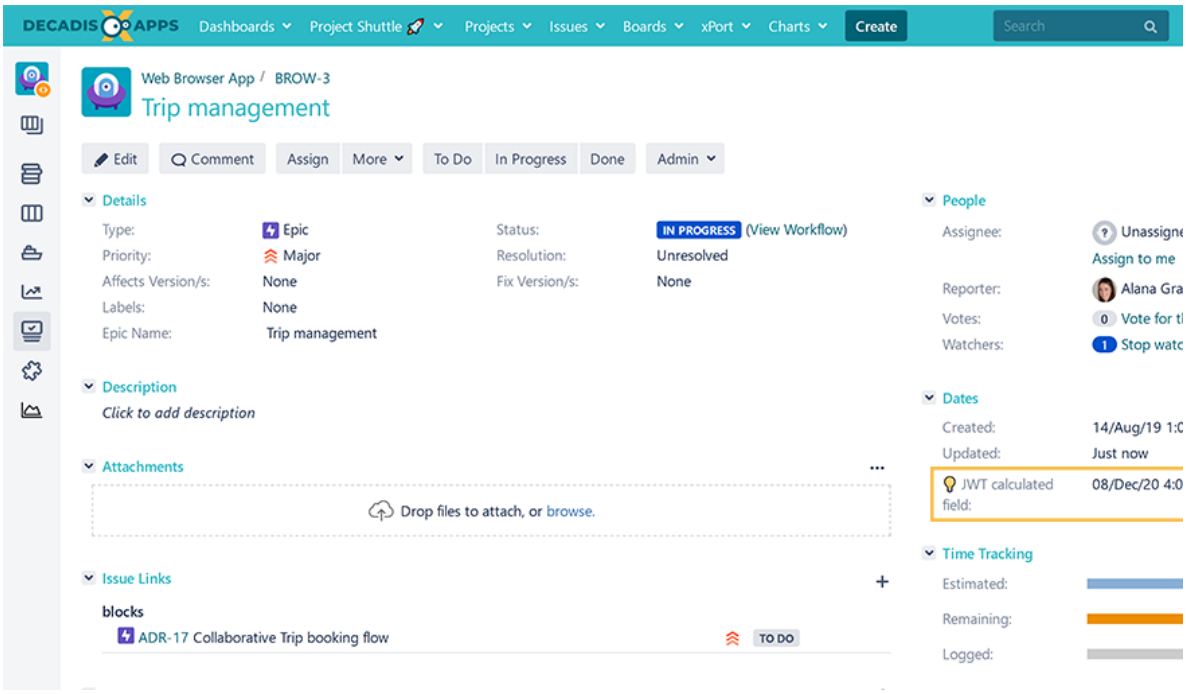
> **Remember**: All calculated fields are **read-only** and cannot be manually updated on a create or edit screen.

5

Check the results

Once configured and added to an issue screen (e.g. for all stories), the result will look like this:





Related use cases

Use case	Field type	JWT feature	Label
Creation date of the linked epic	Date-time		STAFF PICK
Predicted completion date of an epic	Date-time		STAFF PICK
Predicted resolution date based on business hours	Date-time		
Set the calculated field's visibility in function of the username, role or group	Date-time Number Text		

If you still have questions, feel free to refer to our support team.