

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 specify 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:

Default Configuration Scheme for JWT calculated field

Default configuration scheme generated by Jira

Applicable contexts for scheme: [Edit Configuration](#)

Issue type(s):

Global (all issues)

Expression:

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

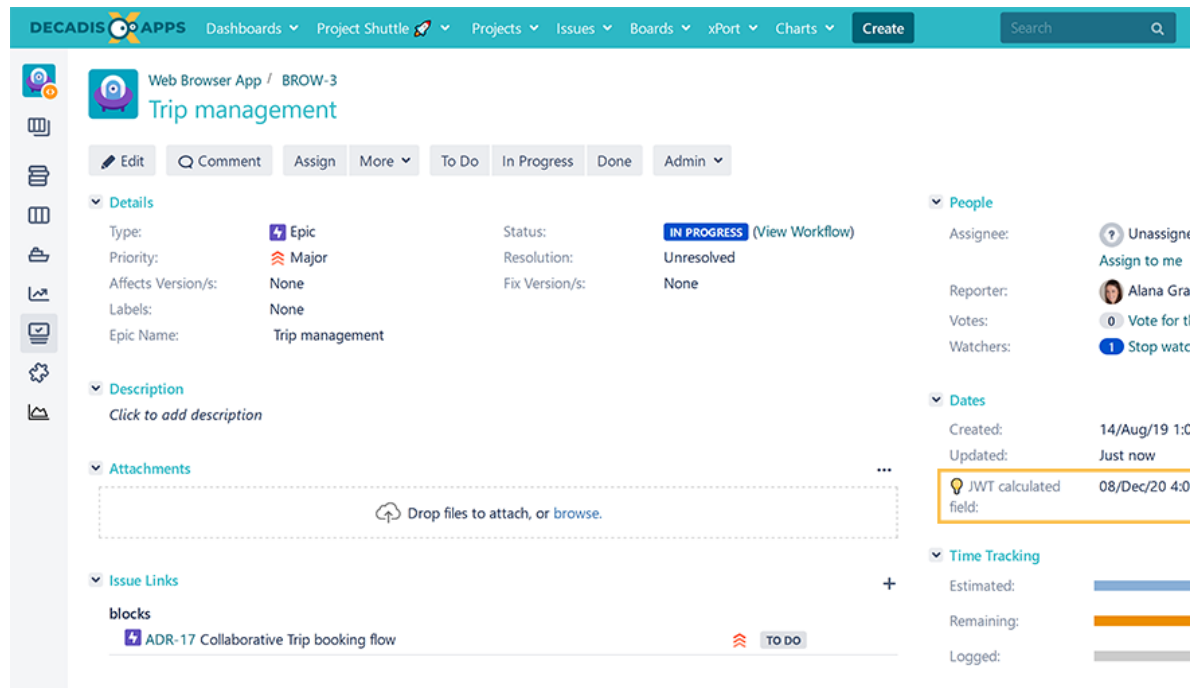
[Edit expression](#)

Display format: Format: **Date time picker**

Example: 25/Nov/20 8:56 PM

Timezone: **Server timezone**

[Edit display format](#)



The screenshot shows the Jira issue screen for 'Trip management' (BROW-3). The interface includes a top navigation bar with 'DECADIS APPS' and various menu items. The left sidebar contains icons for navigation. The main content area is divided into sections: 'Details' (Type: Epic, Priority: Major, Affects Version/s: None, Labels: None, Epic Name: Trip management), 'Description' (Click to add description), 'Attachments' (Drop files to attach, or browse), and 'Issue Links' (ADR-17 Collaborative Trip booking flow). On the right, there are sections for 'People' (Assignee: Unassigned, Reporter: Alana Gra, Votes: 0, Watchers: 1), 'Dates' (Created: 14/Aug/19 1:00, Updated: Just now, JWT calculated field: 08/Dec/20 4:00), and 'Time Tracking' (Estimated, Remaining, Logged). The 'JWT calculated field' is highlighted with an orange box.



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](#).