

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
```

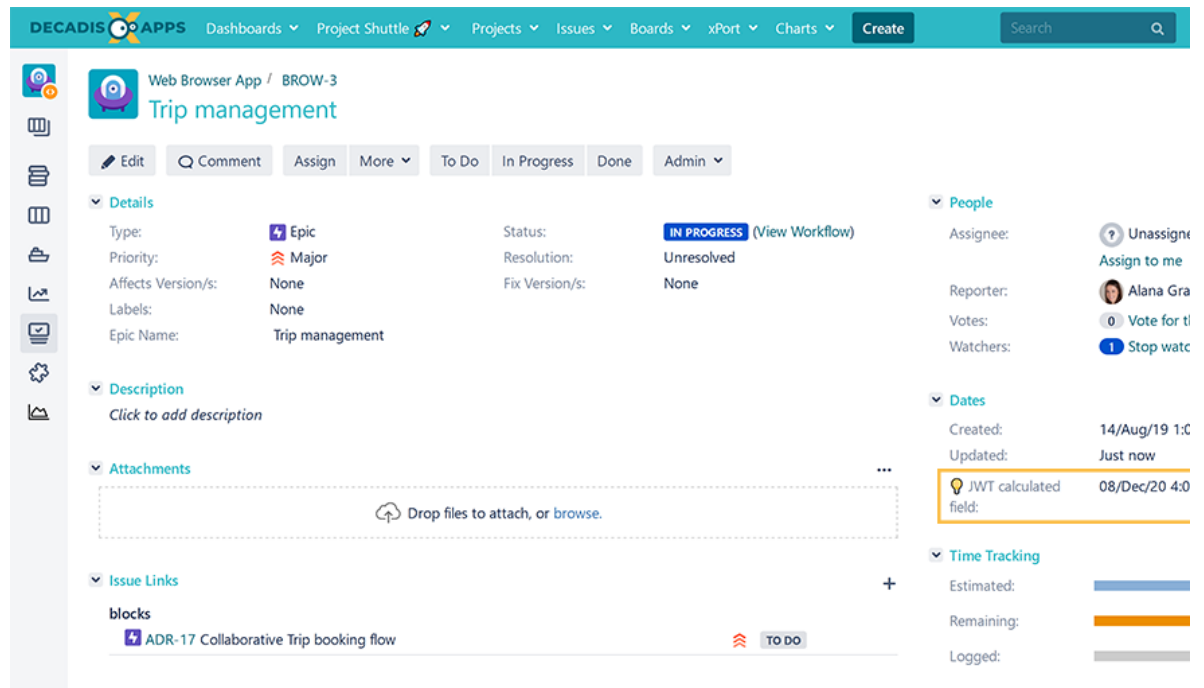
[Edit expression](#)

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 issue is in the 'IN PROGRESS' status. The 'Details' section shows the issue type as 'Epic', priority as 'Major', and epic name as 'Trip management'. The 'Description' section has a link to add a description. The 'Attachments' section has a placeholder for dropping files. The 'Issue Links' section shows a link to 'ADR-17 Collaborative Trip booking flow'. The 'People' section shows the assignee as 'Unassigned', reporter as 'Alana Gra', and voters as 'Vote for trip management'. The 'Dates' section shows the created date as '14/Aug/19 1:00' and the updated date as 'Just now'. The 'JWT calculated field' is highlighted with a yellow box, showing the value '08/Dec/20 4:00'. The 'Time Tracking' section shows the estimated time as '0h 0m 0s', remaining time as '0h 0m 0s', and logged time as '0h 0m 0s'.



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](#).