Target Date Calculation

Target Date for a case is calculated with the Turnaround Time (TAT) set for the case (Creation Date + TAT = Target Date). Here, TAT refers to the time taken to respond to a request or query.

Besides TAT defined in the set, there are other elements that affect the calculation of the target date:

- Calendar: The calendar that will be used to calculate target date (you can define working days and non-working days in the calendar).
- Time Zone: The time zone where the case will be created.
- Cut-off time: the time after which the target date will start calculating, for a case, from the beginning of the following business day.
- HoursInBusinessDay: number of hours your organization works in a day. It should match the working hours in the calendar.

To set all these parameters, go to **Flowtime** > **Ops Manager Admin** > **Target Date Calculation Parameters**.

Calculation types examples

The examples below use the following rules:

- Cut-off is 14:00 hours.
- Start of working day is 08:00 hours.
- End of working day is 18:00 hours.
- There are 10 hours in a working day.
- Workings days are Monday - Friday.

Name	Description	Before cut-off	After cut-off
Hour	Number of working hours from case received (or next working day after cut-off).	Hours: 6 Received: Thursday 11:00 hours Start time: Thursday 11:00 hours Target date: Thursday 17:00 hours Hours: 6 Received: Thursday 13:00 hours Start time: Thursday 13:00 hours Target date: Friday 09:00 hours (5 hours on Thursday and 1 hours on Friday)	Hours: 6 Received: Thursday 15:00 hours Start time: Friday 08:00 hours Target date: Friday 14:00 hours Hours: 6 Received: Friday 15:00 hours Start time: next Monday 08:00 hours Target date: Monday 14:00 hours
Day	Number of days from date received (or next working day after cut-off).	Days: 1 Received: Thursday 11:00 hours Start time: Thursday 11:00 hours Target date: Friday 11:00 hours Days: 1 Received: Friday 11:00 hours Start time: Friday 11:00 hours Target date: Saturday 11:00 hours	Days: 1 Received: Thursday 17:00 hours Start time: Friday 08:00 hours Target date: Saturday 08:00 hours Days: 1 Received: Friday 17:00 hours Start time: next Monday 8:00 hours Target date: Tuesday 8:00 hours

Name	Description	Before cut-off	After cut-off
Business Days	Number of working days from date received (or next working day after cut-off).	Days: 1 Received: Thursday 11:00 hours Start time: Thursday 11:00 hours Target date: Friday 11:00 hours Days: 1 Received: Friday 11:00 hours Start time: Friday 11:00 hours Target date: Monday 11:00 hours	Days: 1 Received: Thursday 17:00 hours Start time: Friday 08:00 hours Target date: Monday 08:00 hours
Week	Number of weeks from date received for next working day after cut-off).	Week: 1 Received: Thursday 11:00 hours Start time: Thursday 11:00 hours Target date: Thursday (next week) 11:00 hours Weeks: 1 Received: Saturday 11:00 hours Start time: Saturday 11:00 hours Target date: Saturday (next week) 11:00 hours	Days: 1 Received: Thursday 17:00 hours Start time: Friday 08:00 hours Target date: Friday (next week) 08:00 hours
Month	Number of months from date received (or next working day after cut-off).	Months: 1 Received: 01 Jan 11:00 hours Start time: 01 Jan 11:00 hours Target date: 01 Feb 11:00 hours	Months: 1 Received: 01 Jan 11:00 hours Start time: 02 Jan 08:00 hours Target date: 02 Feb 08:00 hours
Hours from Start of Working Day	Number of hours from the start of the working day (or next working day after cut-off).	Hours: 6 Received: Thursday 11:00 hours Start time: Thursday 08:00 hours Target date: Thursday 14:00 hours	Hours: 6 Received: Thursday 15:00 hours Start time: Friday 08:00 hours Target date: Friday 14:00 hours