



HORIZON SOLUTIONS

# TIME AND DURATION CALCULATION FOR CREATIO

Post-installation guide



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# STEP 1. CHECK USER-LEVEL TIMEZONE

Make sure that all users who will be involved in the calculations have the correct time zone.  
Follow the screenshots.

Your profile

[>] Exit



### Processes

- Process library
- Process log

### Users and administration

- System users
- Organizational roles
- Functional roles
- Object permissions
- Operation permissions
- Audit log
- Change log
- External access
- License manager
- Single Sign On configuration

### Security

- Content Security Policy

### Portal setup

- External users
- External organization roles
- External functional roles
- Set up main page
- Set up external user profile page
- Set up external organization page

### Import and integration

#### Marketplace

● ○ ○

- Connector to Asterisk telephony
- Connector to Five9 telephony
- Contact center product suite
- Conversation Scripts

[All solutions >>](#)

Developer's guide to Creatio platform

[Developer's guide to Creatio platform](#)

Lightning fast implementation

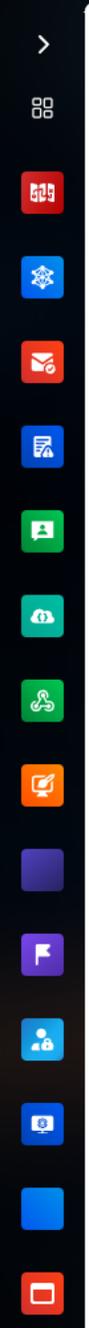
[Getting started](#)

Tutorials, Trainings, Testing

[Academy](#)

Find answers

[Community](#)



← Rufin Abba

Close Additional settings

 Rufin Abba

Login \*  
Supervisor

BASIC SETTINGS [PASSWORD SETTINGS](#)

Language \*  
English (United States) ⓘ

Time Zone  
Helsinki, Kyiv, Riga, Sofia, Tallinn, Vilnius (GMT+02:00) ⓘ

Date & time format  
English (United States) ⓘ

Number format  
Default number format ⓘ

Turn on browser notifications ⓘ

Disable advanced visual effects ⓘ



## User profile: Rufin Abba

[SAVE](#) [CANCEL](#)

[Change password](#)

Language

English (United States) ▼

Date and time format

▼

Time zone

Helsinki, Kyiv, Riga, Sofia, Tallinn, Viln... ▼

[Command line settings](#)

[Call Center parameters setup](#)

[Email accounts](#)

[Accounts in external resources](#)

[Notification settings](#)

[Restore default settings](#)





# STEP 2. CHECK SYSTEM SETTINGS

They are used by default.  
Go to system designer -> system settings.  
Follow the screenshots.



# System settings

NEW FOLDER ▾ ADD SETTING ACTIONS ▾

VIEW ▾

— ★ Favorites

— 📁 All

- 📁 2FA
- + 📁 Administration
  - 📁 Approvals
  - 📁 Configuration
  - 📁 Contact age
  - 📁 Content security
  - 📁 Copilot
- + 📁 Creatio cloud services
  - 📁 Default values
  - 📁 External access
  - 📁 External users settings
  - 📁 Feed
  - 📁 File management
  - 📁 Finances
  - 📁 Finesse 11.5+
  - 📁 General
- + 📁 Integration with external resources
  - 📁 Integration with messaging services
  - 📁 Landing pages section settings
  - 📁 LDAP synchronization
  - 📁 Licenses
  - 📁 Mobile
  - 📁 OAuth 2.0
  - 📁 OpenID
  - 📁 Passwords
  - 📁 Process log
  - 📁 Query actions

📁 Code Contains BaseUserCalendar X

Name	Code
Base personal calendar	BaseUserCalendar

OPEN COPY DELETE

# System settings

[NEW FOLDER](#) [ADD SETTING](#) [ACTIONS](#)

[VIEW](#)

- ★ Favorites
- All
  - 2FA
  - Administration
  - Approvals
  - Configuration
  - Contact age
  - Content security
  - Copilot
  - Creatio cloud services
  - Default values
  - External access
  - External users settings
  - Feed
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  - Landing pages section settings
  - LDAP synchronization
  - Licenses
  - Mobile
  - OAuth 2.0
  - OpenID
  - Passwords
  - Process log
  - Query actions

Code Contains DefaultTimeZone X

Name	Code
Default TimeZone	DefaultTimeZone

[OPEN](#) [COPY](#) [DELETE](#)



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# STEP 3. CHECK CALENDAR LOOKUP

Set your time zone into calendar.  
Go to system designer -> lookups.  
Follow the screenshots.



# Lookups

NEW FOLDER ▾ NEW LOOKUP ACTIONS ▾

VIEW ▾

- ★ Favorites
- 📁 All
  - 📁 Accounts
  - 📁 Activities
  - 📁 Business Time&Duration Wizard for Creatio
  - 📁 Calendars
  - 📁 Contacts
  - 📁 Content security
  - 📁 Employees
  - 📁 External access
  - 📁 File management
  - 📁 General
  - 📁 Integrations
  - 📁 Knowledge base
  - 📁 Leads
  - 📁 Machine Learning
  - 📁 Orders
  - 📁 Portal
  - 📁 Query actions
  - 📁 Tags
  - 📁 Telephony
  - 📁 Test
  - 📁 Webhooks
  - 📁 Website tracking

📁 Name Contains Calendars X

Calendars

**OPEN CONTENT** OPEN PROPERTIES DELETE



# Lookups

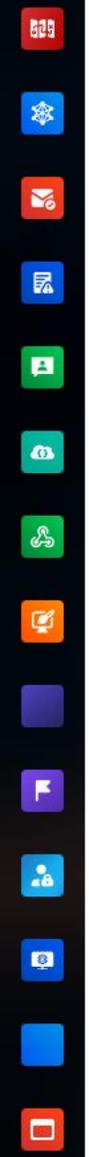
[NEW](#) [CLOSE](#) [ACTIONS](#) ▾

[VIEW](#) ▾

## Calendars

Filters/folders ▾

Name	Time zone	Description
Default calendar	Helsinki, Kyiv, Riga, Sofia, Tallinn, Vilnius (GMT+02:00)	Standard calendar with a five day workweek





# FINALLY. START WELCOME PROCESS

We have made an introductory process for you, it will show you with examples how the tool works.

Go to system designer -> process library.

Start the process "Test business time&duration".

Follow the screenshots.

# Process library

NEW FOLDER ▾ NEW PROCESS ACTIONS ▾ PROCESS LOG

VIEW ▾

- Run by object signal
  - + Access to tag grantee
  - + Business time&duration options TD
  - + Contact
  - + Creatio functionality
  - + Feed notification
  - + HTTP response header
  - + Message/comment
  - + Object in workplace
  - + Section
  - + Section in workplace
  - + Social like
  - + Tag
  - + Trusted source in directive
  - + Trusted source of content
  - + User mention
  - + User's workplace
  - + XSS protection rule
  - + XSS protection rule exclusion
- Run by timer
  - Minutes and hours
  - Day
- Favorites
- All
  - Approval processes
  - System processes
  - Webhooks

Active Title Contains Test business time&dur... X

Test business time&duration	Active	Created on	Modified on
	Yes	7/18/2024 6:08 PM	7/18/2024 9:58 PM

OPEN PROPERTIES COPY DEACTIVATE RUN



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# CONGRATULATIONS! THANK YOU FOR CHOOSING OUR PRODUCT.

Lunch breaks, shortened days, calendar days off and other calendar breaks will be included in the calculations.

If you have problems with the launch write to us at: [support@horizons.kz](mailto:support@horizons.kz).  
If you need to customize business durations for existing processes, please contact us at: [info@horizons.kz](mailto:info@horizons.kz) or [artem.boychuk@horizons.kz](mailto:artem.boychuk@horizons.kz).