



[Feature Request](#) > [A better way to track agent time](#) < [اقتراحات](#) < [مركز المساعدة](#)

A better way to track agent time Collecting Feedback

Paul Vonic •

Feature Request# **اسم المنتدى:** •

Hi, I think a better way to track agent time spent on tickets would be to force the agent to allocate an amount of time per ticket reply, and then all reply times are added up when the ticket is resolved/closed