Deskpro

Feature Request > Action codes for time log and billing > اقتراحات > مركز المساعدة
Action codes for time log and billing Collecting Feedback

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• اسم المنتدى: #Feature Request

When an agent replies via email it would be helpful if there was a way to add entries to the time and billing section of the ticket.
An email action code where you could use a #code to direct time and billing to be updated and then specify an amount/duration in the option.