Deskpro

[Feature Request](#) > [Add "pause" and "reset" options when answering a ticket](#) > [اقتراحات](#) > [مركز المساعدة](#)

Add "pause" and "reset" options when answering a ticket Collecting Feedback

- NL Hulshof
- اسم المنتدى: #Feature Request

When I add a new ticket, I have the options Pause and Reset under the section Billing and Time Log. I'd like to see these options as well when I'm answering a ticket, because sometimes my work is interrupted by some other work. I know I can pause the charge time in the tab Time log but this is out of sight and it delays my workflow to have to go there.