New Feature: Custom Billing Fields

Product - (٠) تعليقات - Ben Henley - 2015-07-24

Deskpro's billing and time log feature enables your agents to record monetary charges payable to the user, or track the time spent to resolve a ticket.

We've now added the ability to add your own custom fields to billing and time charges. This is ideal if you need to record extra information like the type of service rendered or a billing code.


Custom billing fields give you the same flexibility as Deskpro's other custom fields: you can store text, dates, or predefined choices, choose if a field is compulsory, and even validate entered text against a pattern using regular expressions.

You can create custom billing fields in the new **Fields** section under **Admin > Tickets > Time Log & Billing**. (If you're not already using billing, you may need to enable it in the **Settings** section).
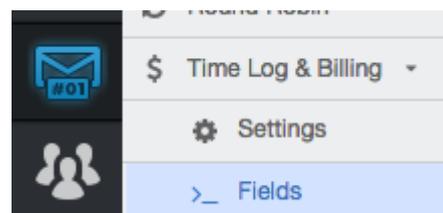
We'll be rolling this out to Deskpro Cloud helpdesks over the next few days. If you're a Deskpro On-Premise admin, you can update your helpdesk to the latest version to start using it right now.

See the admin manual for [full documentation about setting up custom billing fields](#).