

How do I bill users or record time spent on support?

Ben Henley - 2018-03-08 - Comments (0) - Using Deskpro

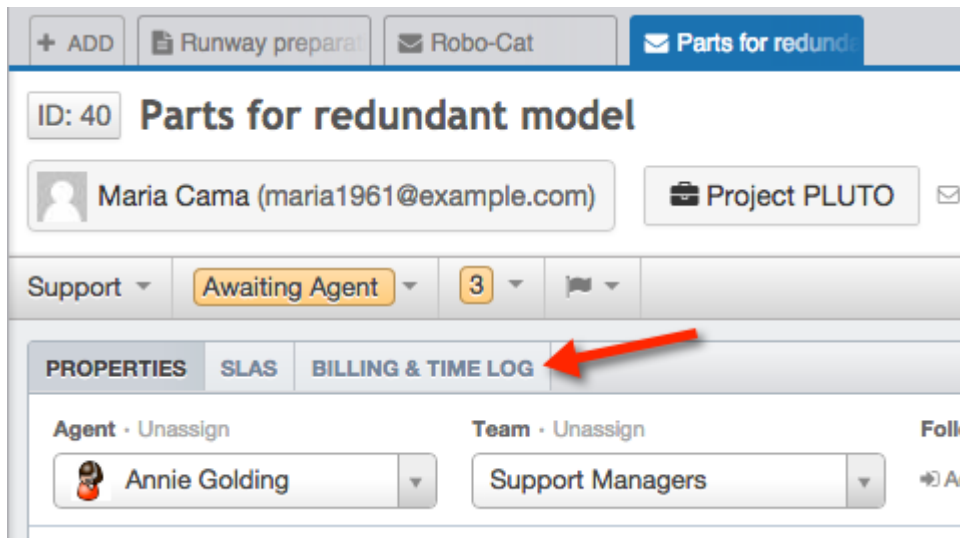
Question:

Where do I bill a user for a support fee or log support time? I can't find any way to do it from a ticket.

Answer:

An admin must enable the billing and time log options from **Admin > Tickets > Time Log & Billing**. Billing and time log can be enabled separately.

You will then see a tab in the Properties area when you view the details of a ticket.



The screenshot shows the Deskpro ticket interface for a ticket titled "Parts for redundant model" (ID: 40). The ticket is assigned to Maria Cama (maria1961@example.com) and is part of Project PLUTO. The ticket status is "Awaiting Agent" with 3 messages. The "BILLING & TIME LOG" tab is highlighted with a red arrow, indicating where to find the billing and time log options. Below the tabs, the "Agent" is set to Annie Golding and the "Team" is set to Support Managers.

Tags

2018