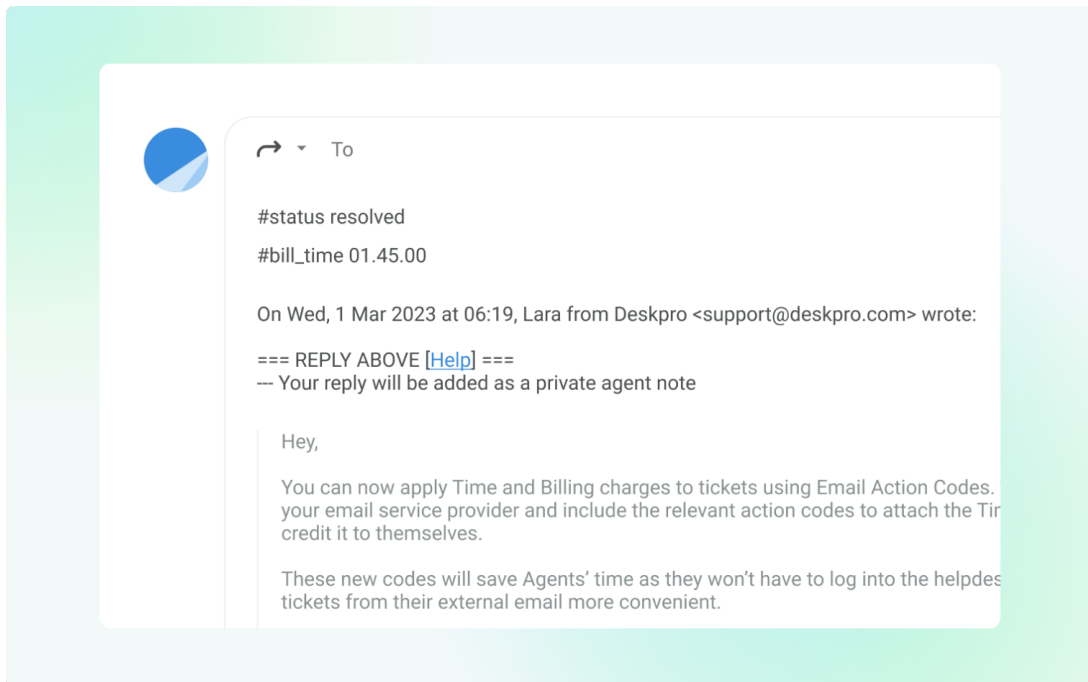


Apply Time and Billing Charges using Email Action Codes

2023-03-06 - Lara Proud - Sylwadau (0) - Product (Agent)

You can apply Time and Billing charges to tickets using Email Action Codes. We added this functionality so that Agents can respond to tickets from your email service provider and include the relevant action codes to attach the Time or Billing Charges associated with the ticket and credit it to themselves.



You can apply the new action codes in this way:

- **Billing Time:** #billing_time 01:45:00
- **Billing Charge:** #billing_charge 120.00

The action codes are applied in the format 00:00:00 for time or 100.00 for currency, and the relevant charges will then be added to the ticket's log. The log will automatically apply the currency the helpdesk is set up in when adding billing charges.

The screenshot displays a 'Billing & Time Log' interface. At the top, there are navigation icons: an information icon, a document icon, a currency icon (dollar sign), a refresh icon, and a checkmark icon. Below these is the title 'Billing & Time Log' followed by a plus sign, a share icon, a clock icon, and a dollar sign icon. The main content area lists five entries, each with a profile picture, a date and time, and a value. The first entry shows a time of 01:45:00. The next two entries show a value of 1,500.00 USD. The fourth entry shows a time of 00:45:00. The fifth entry shows a value of 1,500.00 USD. At the bottom, there are two summary rows: 'Total Amount (3)' with a value of 4,500.00 USD, and 'Total Time (2)' with a value of 2 hrs, 30 min, 00 sec.

Date & Time	Value
1 March 2023 15:07	01 45 00 hrs min sec
17 February 2023 09:15	1,500.00 USD
12 February 2023 11:15	1,500.00 USD
11 January 2023 10:07	00 45 00 hrs min sec
22 December 2022 10:47	1,500.00 USD
Total Amount (3)	4,500.00 USD
Total Time (2)	2 hrs, 30 min, 00 sec

These new codes will save Agents' time as they won't have to log into the helpdesk to add these charges; it makes responding to tickets from their external email more convenient.