



<u>Hilfe-Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>Action codes for time log and billing</u> Action codes for time log and billing Collecting Feedback

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- Forenname: #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.