

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

Ben Henley - 2023-08-16 - Comments (0) - Using Deskpro

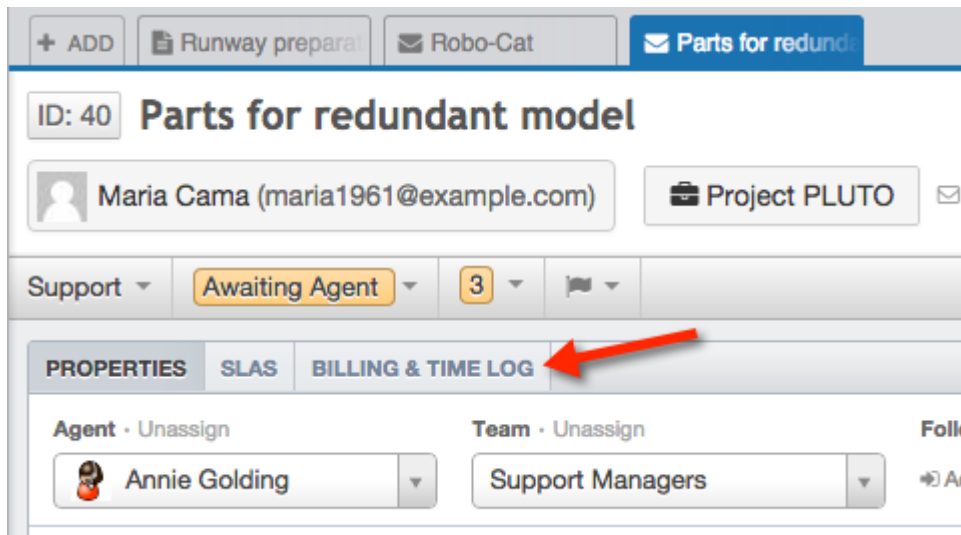
Question:

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 displays 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 status is "Awaiting Agent" with 3 tickets in the queue. The interface includes tabs for "PROPERTIES", "SLAS", and "BILLING & TIME LOG", with the latter being highlighted by a red arrow. Below the tabs, there are dropdown menus for "Agent" (currently showing Annie Golding) and "Team" (currently showing Support Managers).