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Possibility to enable/disable buttons "pause" and "reset" in the "Billing and timelog" section  
Finished

- Valentina
- **Forum name:** #Feature Request

If you want to measure how much time agents spend working on tickets than the system should calculate the time and agent in this case shouldn't edit time. Because there might be risks of fraud when agent spent too much time working on ticket and he can easily delete the time from the time log. Or when agent will press "pause" button and goes to drink coffee or something else.