



[Help Center](#) > [Community](#) > [Suggestion](#) > [A better way to track agent ime](#)

A better way to track agent ime Collecting Feedback

- PV Paul Vonic
- **Forum name:** #Suggestion

Hi, I think a better way to track agent time spent on tickets would be to force the agent to allocate an amount of time per ticket reply, and then all reply times are added up when the ticket is resolved/closed.