



[Help Center](#) > [Tanggapan](#) > [Feature Request](#) > [Action codes for time log and billing](#)

Action codes for time log and billing Collecting Feedback

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- **Forum name:** #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.