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

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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 shows a ticket interface for 'Parts for redundant model' (ID: 40) assigned to Maria Cama. The ticket status is 'Awaiting Agent' with 3 pending items. The 'PROPERTIES' section is active, and the 'BILLING & TIME LOG' tab is highlighted with a red arrow. Below the tabs, the 'Agent' is set to 'Annie Golding' and the 'Team' is set to 'Support Managers'.