

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

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

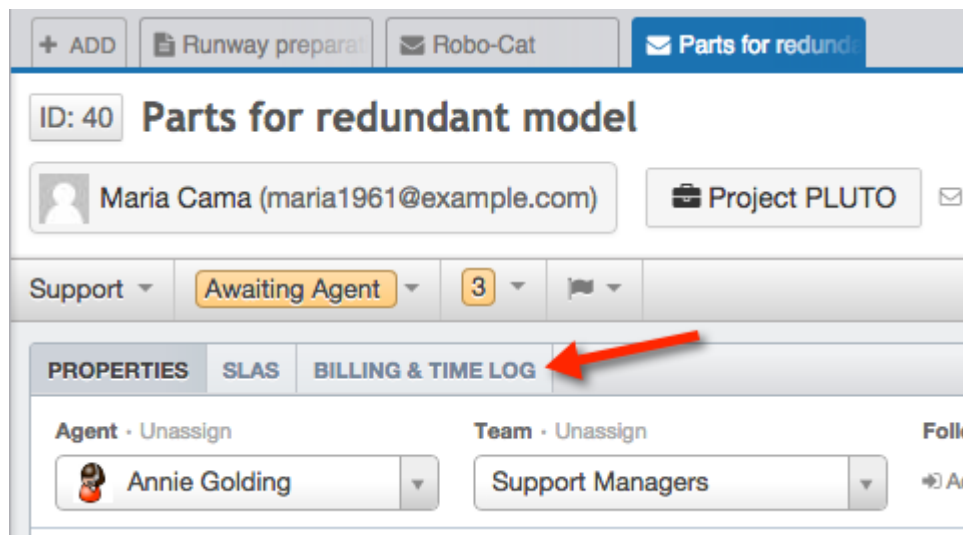
Question:

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 management interface. At the top, there is a navigation bar with buttons for '+ ADD', 'Runway preparat', 'Robo-Cat', and 'Parts for redund'. Below this, the ticket details for 'ID: 40' are shown, including the title 'Parts for redundant model', the agent 'Maria Cama (maria1961@example.com)', and the project 'Project PLUTO'. The ticket status is 'Support' and 'Awaiting Agent', with a count of '3'. The 'PROPERTIES' section is expanded, showing tabs for 'SLAS' and 'BILLING & TIME LOG'. A red arrow points to the 'BILLING & TIME LOG' tab. Below the tabs, the 'Agent' is set to 'Annie Golding' and the 'Team' is set to 'Support Managers'.