

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

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

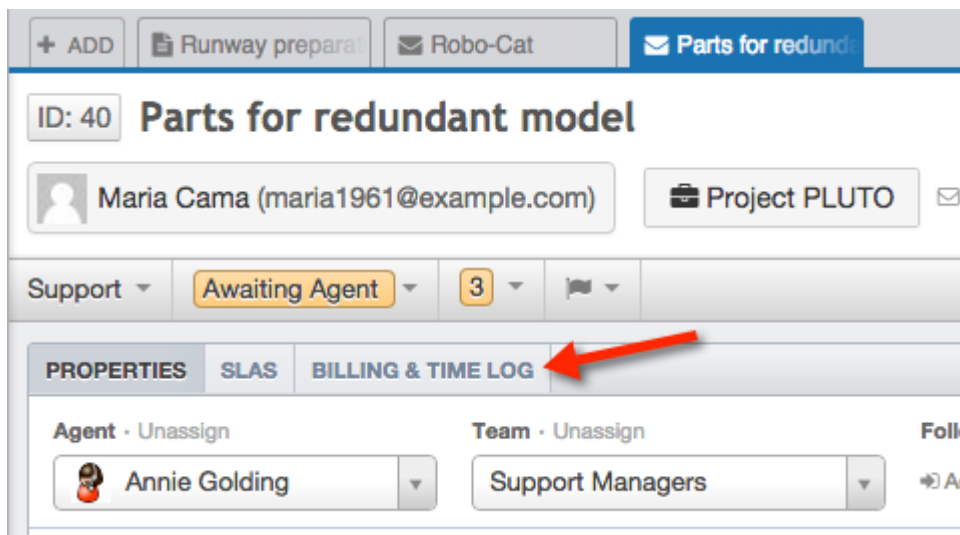
Question:

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 a ticket interface for 'Parts for redundant model' (ID: 40). The ticket is assigned to Maria Cama (maria1961@example.com) and is part of Project PLUTO. The ticket status is 'Awaiting Agent' with 3 messages. The 'PROPERTIES' section is visible, 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'.