

Boost team productivity with Deskpro's newest time-tracking apps

2023-11-13 - Lara Proud - Reacties (0) - Product (Admin)

We're excited to enter a new era of productivity with the integration of three innovative time-tracking apps: [Toggl](#), [Clockify](#), and [Harvest](#) into Deskpro.

Help your team effortlessly monitor and track time by creating and handling time logs straight from the Deskpro. With these new apps, we're equipping your team with the tools to streamline their workflow, increase efficiency, and enhance overall productivity without leaving the helpdesk.

[Toggl](#)

Toggl Track is a flexible time-tracking app that can fit into any workflow, saving you time and money. The easy-to-use timer syncs tracking across multiple devices in real-time. Deskpro's Toggl integration helps keep your team's time tracking organized directly from the Deskpro interface.



With the new Toggl App, you will be able to:

- **Start/Stop Timer:** Allow Agents to create time entries by starting or stopping the timer for real-time tracking and monitoring the duration spent on tasks.
- **Log Time Entries Manually:** Agents can create time logs manually where they specify the start and end times for a specific task they have worked on or completed.
- **Add Descriptions:** For clear referencing, Agents can add descriptions to their entries.
- **Select a Project:** Agents can select which Project their time entries refer to, improving how times are tracked on a wider level for clear project management.
- **View Time Logs:** Agents can also view any time that has already been logged against a ticket from the app.

[Clockify](#)

The free time tracking software, Clockify, provides an intuitive platform to track productivity and billable hours for teams of any size across projects. Leverage the power of Clockify directly from Deskpro to keep a closer eye on your team's working hours and specify time spent on your projects.



Your team will have access to the following features with the Clockify integration:

- **Start/Stop Timer:** Allow Agents to create time entries by starting or stopping the timer for real-time tracking and monitoring the duration spent on tasks.
- **Log Time Entries Manually:** Agents can create time logs manually where they specify the start and end times for a specific task they have worked on or completed.
- **Add Descriptions:** For clear referencing, Agents can add descriptions to their entries.
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- **View Time Logs:** Agents can also view any time that has already been logged against a ticket from the app.

[Harvest](#)

Harvest is a time-tracking and management tool that enables teams to easily report against and streamline their online invoicing.

With Deskpro's Harvest app, your team can now access the time-tracking features directly from the helpdesk while working on tickets. Giving your support agents a more seamless experience monitoring their time.



The Harvest integration gives your team access to:

- **Start/Stop Timer:** Allow Agents to create time entries by starting or stopping the timer for real-time tracking and monitoring the duration spent on tasks.
- **Log Time Entries Manually:** Agents can create time logs manually where they specify the start and end times for a specific task they have worked on or completed.
- **Add Descriptions:** For clear referencing, Agents can add descriptions to their entries.

- **Select a Project:** Agents can select which Project their time entries refer to, improving how times are tracked on a wider level for clear project management.
- **View Time Logs:** Agents can also view any time that has already been logged against a ticket from the app.
- **Field Mapping:** Admins can choose to map Deskpro fields to their corresponding Harvest fields to automatically fill them in when creating time entries

Installing new apps to your Deskpro instance

To get started with any of these apps you just need to navigate to **Admin > Apps & Integrations > Apps** and open the **Available** tab. Select the app you want to install and then follow the setup instructions.