



[Help Center](#) > [Предложения](#) > [Feature Request](#) > [A better way to track agent time](#)

A better way to track agent time Collecting Feedback

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- **Forum name:** #Feature Request

Hi, I think a better way to track agent time spent on tickets would be to force the agent to allocate an amount of time per ticket reply, and then all reply times are added up when the ticket is resolved/closed.