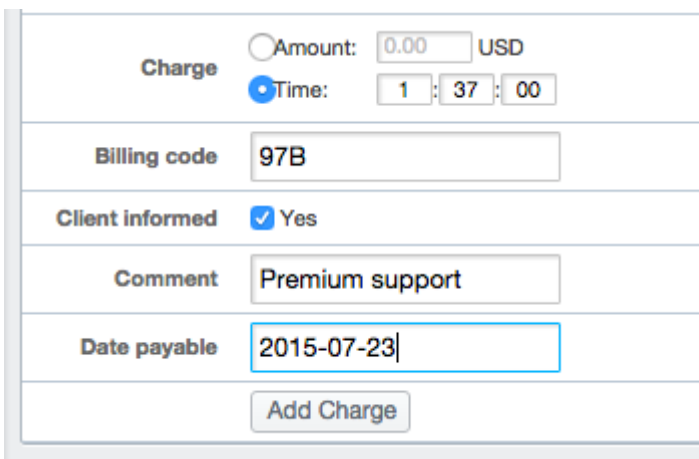


New Feature: Custom Billing Fields

2015-07-24 - Ben Henley - Comments (0) - Product


Deskpro's billing and time log feature enables your agents to record monetary charges payable to the user, or track the time spent to resolve a ticket.

We've now added the ability to add your own custom fields to billing and time charges. This is ideal if you need to record extra information like the type of service rendered or a billing code.



Charge	<input type="radio"/> Amount: <input type="text" value="0.00"/> USD <input checked="" type="radio"/> Time: <input type="text" value="1"/> : <input type="text" value="37"/> : <input type="text" value="00"/>
Billing code	<input type="text" value="97B"/>
Client informed	<input checked="" type="checkbox"/> Yes
Comment	<input type="text" value="Premium support"/>
Date payable	<input type="text" value="2015-07-23"/>
<input type="button" value="Add Charge"/>	

Custom billing fields give you the same flexibility as Deskpro's other custom fields: you can store text, dates, or predefined choices, choose if a field is compulsory, and even validate entered text against a pattern using regular expressions.

PROPERTIES	TASKS (0)	SLAS 	BILLING & TIME LOG			
Charge/Time	Agent	Date	Billing code	Comment	Type of call	Visit time
250.00 USD	Admin Admin	5 minutes ago	973B	Cleaning vents	Maintenance	Wed, 22nd Jul 2015
1 hour, 15 minutes	Admin Admin	3 minutes ago	750A	Unable to start	Troubleshooting	Thur, 9th Jul 2015

You can create custom billing fields in the new **Fields** section under **Admin > Tickets > Time Log & Billing**. (If you're not already using billing, you may need to enable it in the **Settings** section).



We'll be rolling this out to Deskpro Cloud helpdesks over the next few days. If you're a Deskpro On-Premise admin, you can update your helpdesk to the latest version to start using it right now.

See the admin manual for [full documentation about setting up custom billing fields](#).