Compulsory time logging Collecting Feedback

- PV Paul Vonic
- **Forum adı:** #Feature Request

I'd like to be able to force agents to submit a time against the time log when they submit a reply showing how long they've been working on the ticket.

Ideally a pop up would be generated if no log had been entered for a specific reply and the agent could enter the time here.

A litle like the Alert when you try and send a reply with not content (but with the functionality to add the value in via the pop up window):

Yorumlar (2)

M **Michael**
5 yıl önce
That feature ist absolutely essential. Since migration from Jira to Deskpro we miss this feature!

Javier Casares
9 ay önce
We're migrating from a HelpDesk that has that, and it's a really missed feature. We're analysing how to workaround it. Discouraging to see this was commented 4 years ago and has 33 votes and no news from Deskpro.