

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

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

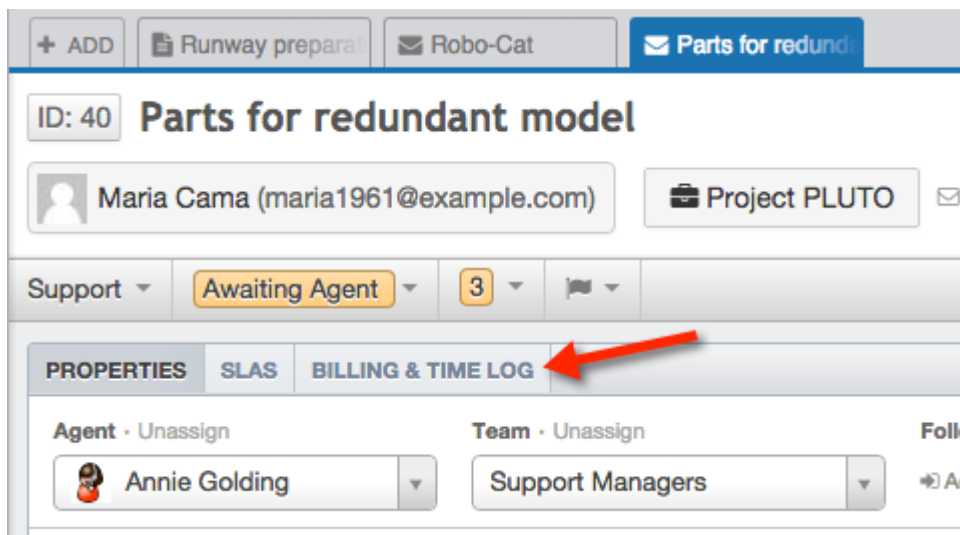
Question:

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 in Deskpro. At the top, there are tabs for '+ ADD', 'Runway preparat', 'Robo-Cat', and 'Parts for redund'. Below this, the ticket ID is '40' and the title is 'Parts for redundant model'. The ticket is assigned to 'Maria Cama (maria1961@example.com)' and is part of 'Project PLUTO'. The ticket status is 'Support' and 'Awaiting Agent', with a count of '3'. The 'PROPERTIES' section is visible, with tabs for 'PROPERTIES', 'SLAS', and 'BILLING & TIME LOG'. A red arrow points to the 'BILLING & TIME LOG' tab. Below the tabs, there are dropdown menus for 'Agent' (Annie Golding) and 'Team' (Support Managers).