

Tracking Time for Support Tickets

This section allows you to enter the amount of time it took to respond to the issue in question (hours /minutes) if appropriate. Each separate action can be tracked individually. This feature works in conjunction with [ticket billing](#).

Recoding New Time

1. [Access the Support Manager.](#)
2. [View the ticket.](#)
3. Click the **Time Spent** tab.

The screenshot shows the 'Support Manager' interface for a ticket titled 'Entire Network Outage'. The 'Time Spent' tab is highlighted with a red circle. The interface includes fields for Type, Owner, Created, Department, Classification, Priority, Due Date, First Reply, Time to Resolve, Time to Reply, Time Spent, Notification, and Billing. The 'Time Spent' field is currently empty.

A list of tasks and the time spent on it appears.

4. Click **Add Time Spent**.

The screenshot shows the 'Support Manager' interface with the 'Time Spent' tab selected. The 'Add Time Spent' button is highlighted with a red circle. The interface includes fields for Date, Author, Message, and Time Spent. The 'Time Spent' field is currently empty.

A comment field appears.

5. Enter a comment regarding what you spent time on, then enter a number in the hours and minutes field.
6. Click **Update**.

The screenshot shows the 'Support Manager' interface with the 'Time Spent' tab selected. The 'Update' button is highlighted with a red circle. The interface includes fields for Date, Author, Message, and Time Spent. The 'Time Spent' field is currently empty.

Updating Time

1. [Access the Support Manager.](#)
2. [View the ticket.](#)

On this page:

On this page:

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3. Click the *Time Spent* tab.

The screenshot shows the Ubersmith Support Manager interface. The top navigation bar includes 'Clients', 'Support', 'Services', 'Orders', 'Sales', 'Reports', and 'Settings'. The main header displays 'Entire Network Outage' with tabs for 'TIMERS (3)', 'MESSAGE', 'SUBSCRIBE', 'EVENT LOG', 'PRINT', and 'Ticket Tools'. Below this, a form contains various fields for ticket details: Type (New), Created (22 hours ago), Department (Support), Classification (Critical), Priority (911), Impact (Significant), Resolution (), Time to Resolve (N/A), Time to Reply (21 hrs 59 mins 50 secs), Time Spent (N/A), and Notification (Add New Notification). A red circle highlights the 'Time Spent' tab in the bottom navigation bar. The bottom section shows 'Associations' with fields for Client, Service, Device, Order, Quote, Opportunity, Outages, Time Spent, and Status.

A list of tasks and the time spent on it appears.

4. At the **Time Spent** column heading, click **edit**.

The screenshot shows the Ubersmith Support Manager interface with the 'Time Spent' tab selected. A message from 'Ubersmith Demo Admin' dated 'Sep/02/2020 6:30:18 PM' is displayed, asking for network access credentials. The 'Time Spent' column shows '10 minutes' and '10 minutes Total'. A red circle highlights the 'edit' link next to the 'Time Spent' column heading. Below the message, there is a section for 'Linked Tickets' and a 'Comment' section with a 'Time Spent' field set to '10 minutes'. The bottom section shows 'Client' information and a 'Received on' date of 'Sep/01/2020 5:53:29PM'.

Time entry fields appear.

5. For a task that you want to change time for, enter a new number in the hour and minute fields.
6. Click **Update**.

The screenshot shows the Ubersmith Support Manager interface with the 'Time Spent' tab selected. The 'Time Spent' column now shows '0 hours' and '15 minutes' with input fields. A red circle highlights the 'Update' button. Below the message, there is a section for 'Linked Tickets' and a 'Comment' section with a 'Time Spent' field set to '10 minutes'. The bottom section shows 'Client' information and a 'Received on' date of 'Sep/01/2020 5:53:29PM'.

Related Topics

[Support Manager](#)

[Support Manager Settings](#)

[Configuring Support Ticket Billing](#)