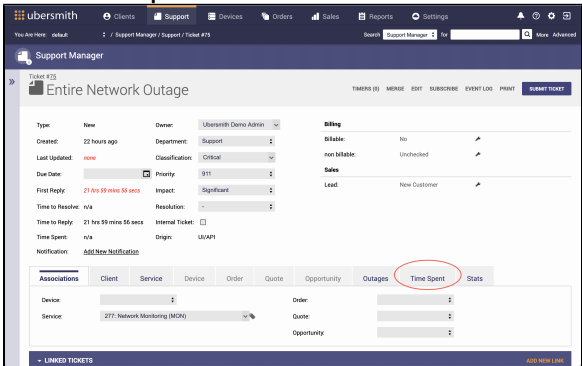


Tracking Time for Support Tickets

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](#).

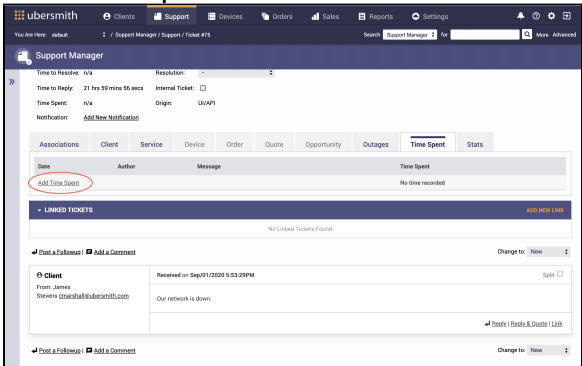
Recoding New Time

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



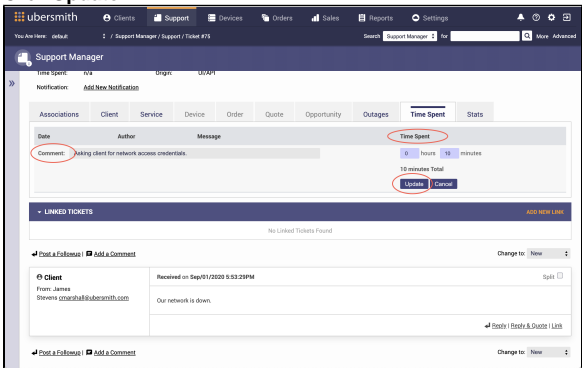
A list of tasks and the time spent on it appears.

4. Click **Add Time Spent**.



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**.



Updating Time

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

On this page:

On this page:

- [Recoding New Time](#)
- [Updating Time](#)

[Related Topics](#)

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 shows 'You Are Here: default' and a search bar. The 'Support Manager' section displays a ticket titled 'Entire Network Outage'. The ticket details include: 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. The 'Time Spent' tab is highlighted with a red circle. Below the ticket details, there are sections for 'Associations', 'Client', 'Service', 'Device', 'Order', 'Quote', 'Opportunity', 'Outages', 'Time Spent', and 'Stats'. The 'Time Spent' section shows a table with columns for Date, Author, Message, and Time Spent. The table has one row with a total of 10 minutes.

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. The top navigation bar includes 'Clients', 'Support', 'Services', 'Orders', 'Sales', 'Reports', and 'Settings'. The main header shows 'You Are Here: default' and a search bar. The 'Support Manager' section displays a ticket titled 'Entire Network Outage'. The ticket details include: 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. The 'Time Spent' tab is highlighted with a red circle. Below the ticket details, there are sections for 'Associations', 'Client', 'Service', 'Device', 'Order', 'Quote', 'Opportunity', 'Outages', 'Time Spent', and 'Stats'. The 'Time Spent' section shows a table with columns for Date, Author, Message, and Time Spent. The table has one row with a total of 10 minutes. The 'edit' button is highlighted with a red circle.

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. The top navigation bar includes 'Clients', 'Support', 'Services', 'Orders', 'Sales', 'Reports', and 'Settings'. The main header shows 'You Are Here: default' and a search bar. The 'Support Manager' section displays a ticket titled 'Entire Network Outage'. The ticket details include: 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. The 'Time Spent' tab is highlighted with a red circle. Below the ticket details, there are sections for 'Associations', 'Client', 'Service', 'Device', 'Order', 'Quote', 'Opportunity', 'Outages', 'Time Spent', and 'Stats'. The 'Time Spent' section shows a table with columns for Date, Author, Message, and Time Spent. The table has one row with a total of 10 minutes. The 'Update' button is highlighted with a red circle.

Related Topics

[Support Manager](#)

[Support Manager Settings](#)

[Configuring Support Ticket Billing](#)