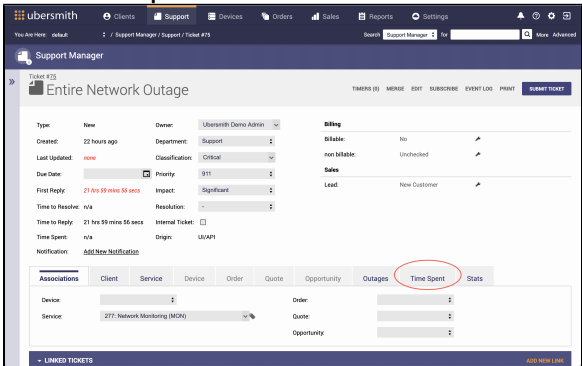


Tracking Time for Support Tickets

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](#).

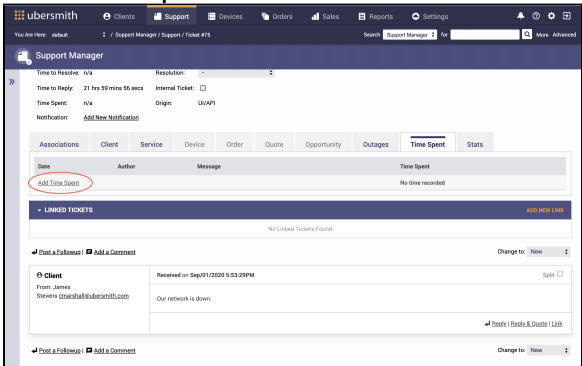
Recoding New Time

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



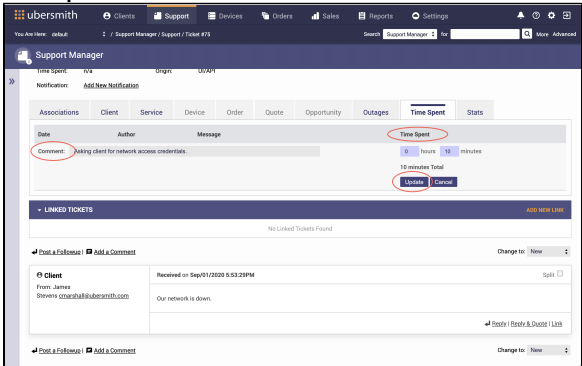
A list of tasks and the time spent on it appears.

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 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), 'Owner' (Ubersmith Demo Admin), 'Department' (Support), 'Classification' (Critical), 'Priority' (High), 'Due Date' (27 hrs 59 mins 50 secs), 'First Reply' (21 hrs 59 mins 50 secs), 'Time to Resolve' (N/A), 'Time to Reply' (21 hrs 59 mins 50 secs), 'Time Spent' (N/A), 'Notification' (Add New Notification), 'Billing' (No), 'Status' (Unchecked), 'Sales' (New Customer), and 'Impact' (Significant). A red circle highlights the 'Time Spent' tab in the bottom navigation bar.

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. The 'Time Spent' column heading is circled in red. Below the heading, a table lists tasks and time spent. The first task is 'Asking client for network access credentials' with a time spent of 10 minutes. The total time spent is 10 minutes. Below the table, there is a section for 'Linked Tickets' and a 'Comment' section with a 'Time Spent' field set to 10 minutes. The 'Client' section shows the ticket was received on 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 heading is circled in red. Below the heading, a table lists tasks and time spent. The first task is 'Asking client for network access credentials' with a time spent of 10 minutes. The total time spent is 10 minutes. Below the table, there is a section for 'Linked Tickets' and a 'Comment' section with a 'Time Spent' field set to 10 minutes. The 'Client' section shows the ticket was received on Sep/01/2020 5:53:29PM. The 'Update' button is highlighted in red.

Related Topics

[Support Manager](#)

[Support Manager Settings](#)

[Configuring Support Ticket Billing](#)