

# 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 ticket details like Type, Owner, Created, and Last Updated. Below these are tabs for Associations, Client, Service, Device, Order, Quote, Opportunity, Outages, Time Spent, and Starts. The 'Time Spent' tab is currently active, showing a table with columns for Date, Author, Message, and Time Spent. The table is currently empty, and a red circle highlights the 'Add Time Spent' button.

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

4. Click **Add Time Spent**.

This screenshot shows the 'Time Spent' tab in the 'Support Manager' interface. The 'Add Time Spent' button is highlighted with a red circle. The interface shows a table with columns for Date, Author, Message, and Time Spent. Below the table, there is a section for 'Linked Tickets' and a 'Client' section with a message from James Stevens. The 'Add Time Spent' button is located at the bottom of the table.

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**.

This screenshot shows the 'Time Spent' tab in the 'Support Manager' interface. The 'Add Time Spent' form is filled out. The 'Date' field is set to '27 Nov 19 10:00:00'. The 'Author' field is set to 'James Stevens'. The 'Message' field contains the text 'Waiting client for network access credentials'. The 'Time Spent' field is set to '0' hours and '15' minutes. The 'Update' button is highlighted with a red circle. The interface also shows a 'Client' section with a message from James Stevens.

## Updating Time

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

On this page:

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[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 'Support Manager / Support / Ticket #75'. The ticket title is 'Entire Network Outage'. The 'Time Spent' tab is selected and highlighted with a red circle. 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 shows a table with columns: Date, Author, Message, Time Spent, and Total. The table has one row with a total of 10 minutes. The 'Time Spent' column has a red circle around the 'edit' link.

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 'Support Manager / Support / Ticket #75'. The ticket title is 'Entire Network Outage'. The 'Time Spent' tab is selected and highlighted with a red circle. 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 shows a table with columns: Date, Author, Message, Time Spent, and Total. The table has one row with a total of 10 minutes. The 'Time Spent' column has a red circle around the 'edit' link.

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 'Support Manager / Support / Ticket #75'. The ticket title is 'Entire Network Outage'. The 'Time Spent' tab is selected and highlighted with a red circle. 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 shows a table with columns: Date, Author, Message, Time Spent, and Total. The table has one row with a total of 10 minutes. The 'Time Spent' column has a red circle around the 'Update' button.

## Related Topics

[Support Manager](#)

[Support Manager Settings](#)

[Configuring Support Ticket Billing](#)