

# 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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[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 tabs for 'Associations', 'Client', 'Service', 'Device', 'Order', 'Quote', 'Opportunity', 'Outages', 'Time Spent', and 'Stats'. The 'Time Spent' tab is selected, showing a table with columns for Date, Author, Message, and Time Spent. The table contains one entry for Sep/02/2020 6:30:18 PM, asking client for network access credentials, with a time spent of 10 minutes. The total time spent is 10 minutes. Below the table, there are links for 'Add Time Spent' and 'Add New 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, similar to the previous one, but with the 'Time Spent' tab selected. The 'Time Spent' column heading is highlighted with a red circle, and the 'edit' button next to it is also highlighted with a red circle. The table shows the same entry as before, but the 'Time Spent' field is now editable, showing '10 minutes' and a 'Total' of '10 minutes'. Below the table, there are links for 'Add Time Spent' and 'Add New 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, similar to the previous ones, but with the 'Time Spent' tab selected. The 'Time Spent' column heading is highlighted with a red circle, and the 'Update' button next to it is also highlighted with a red circle. The table shows the same entry as before, but the 'Time Spent' field is now editable, showing '0' hours and '15' minutes, with a 'Total' of '15 minutes'. Below the table, there are links for 'Add Time Spent' and 'Add New Link'.

## Related Topics

[Support Manager](#)

[Support Manager Settings](#)

[Configuring Support Ticket Billing](#)