

Admin Area

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Product Home Screen

Support by Time module **WHMCS**

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In the administered zone, the operator has a complete history of all technical tickets with the time of their service. Also all the data on the use of hours of technical support.

Client Profile

ruslan polovnyi (TEST sp. z o. o.) - #1

Summary Profile Users Contacts Products/Services Domains Billable Items Invoices Quotes Transactions Tickets Emails Notes (0) Log

Support 9h

Order #	196 - View Order	Registration Date	22/09/2022
Product/Service	Support 9h	Quantity	1
Server	None	First Payment Amount	0.00
Domain		Recurring Amount	0.00 <input type="checkbox"/> Recalculate on Save <input type="checkbox"/> No
Dedicated IP		Next Due Date	N/A
Username		Termination Date	
Password		Billing Cycle	Free
Status	Active	Payment Method	Bank Transfer
Promotion Code			None

Module Commands

History

Month	Package hours	Used hours	Left hours	Price per hour	Outside hours	How much pay
2022-08	9	11.25	0	1 \$	2.25	2.25 \$

List of tickets

Ticket	Hour(s)	Date	Status	Billable Item	Invoice
#727350 Set a new reverse dns record	0.25	2022-08-25	Paid	32	2022/09/27/156
#274911 Set a new reverse dns record	2	2022-08-20	Paid	32	2022/09/27/156
#708131 Set a new reverse dns record	4.25	2022-08-05	Paid	32	2022/09/27/156
#096896 Set a new reverse dns record	4.75	2022-08-02	Paid	32	2022/09/27/156

Ticket header

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Screenshot with additional options in the ticket header

Ticket open

- The screenshot shows a standard panel for adding the time of day of an open ticket
- It is possible to add time without closing the ticket
- It is also possible to add time and close the ticket

Support Tickets

#909194 - TEST222 Open Close Last Reply: 2 Days 18

What support service: Support 1h (Active) How much time was spent: - + hours Pressing will overwrite the time Save time Pressing will overwrite the time Close ticket and save time

Add Reply Add Note Custom Fields Other Tickets Client Log Options Log

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Ticket closed

- If the flow is closed, then the possibility of editing the time disappears
- It is possible to reopen the ticket and continue processing the ticket in standard mode

Support Tickets

#910484 - Jakis problem Closed Close Last Reply: 490 Days 0

🔗 ReOpen

What support service: Support 9h (Active) How much time was spent: - + hours Pressing will overwrite the time Save time Pressing will overwrite the time Close ticket and save time

Tickets not this month

- Tickets that were opened last month will be counted as the last month. And in the current month there will be no possibility to change the time.
- To add time, you must create a new ticket or split the previous one.

Support Tickets

#663868 - Set a new reverse dns record Closed Close Last Reply: 17 Days 22 Hours 33 Minutes 52 Seconds Ago

ReOpen

This ticket was closed and charged in the past months
Recreate or split the ticket

What support service	How much time was spent	Pressing will overwrite the time	Pressing will overwrite the time
Support 1h (Active)	- 0.75 + hours	Save time	Close ticket and save time

The client does not have a support service.

- It is possible to add a service to the client when processing a ticket, this can be done by the operator.

Support Tickets

#910484 - Jakis problem Open Close Last Reply

The client does not have a paid technical support service

Support 9h	Pay Methods	Order service
	Bank Transfer	