

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 polovyi (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

Go

+ New Addon

More

Order # 196 - View Order

Product/Service Support 9h

Server None

Domain

Dedicated IP

Username

Password

Status Active

Registration Date 22/09/2022

Quantity 1

First Payment Amount 0.00

Recurring Amount 0.00 Recalculate on Save No

Next Due Date N/A

Termination Date

Billing Cycle Free

Payment Method Bank Transfer

Promotion Code None

Module Commands

Create

Suspend

Unsuspend

Terminate

History

2022-09

2022-08

2022-07

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
- 0 + 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

B I H Preview

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
- 3.5 + 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

Support 1h (Active)

How much time was spent

-

0.75

+

hours

Pressing will overwrite the time

Save time

Pressing will overwrite the 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: 17 Days 22 Hours 33 Minutes 52 Seconds Ago

The client does not have a paid technical support service

Support 9h

Pay Methods

Bank Transfer

Order service