Admin Area

- Product Home Screen
- Ticket header

Product Home Screen

Support by Time module **WHMCS**

Order now | Download | FAQ

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.

Ticket header

Support by Time module **WHMCS**

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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	How much time was spent	Pressing will overwrite the time	Pressing will overwrite the time
Support 1h (Active)	- 0 + hours	🕐 Save 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	How much time was spent	Pressing will overwrite the time	Pressing will overwrite the time
Support 9h (Active)	- 3.5 + hours	🕐 Save 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 Rep

The client does not have a paid technical support service   Pay Methods

Support 9h ▾	Bank Transfer ▾	✏ Order service