Client Area

Overview of the client-facing features of the Support by Time WHMCS module: home screen with the current month's hour usage and overage cost, and the per-month history view.

- Home screen
- History

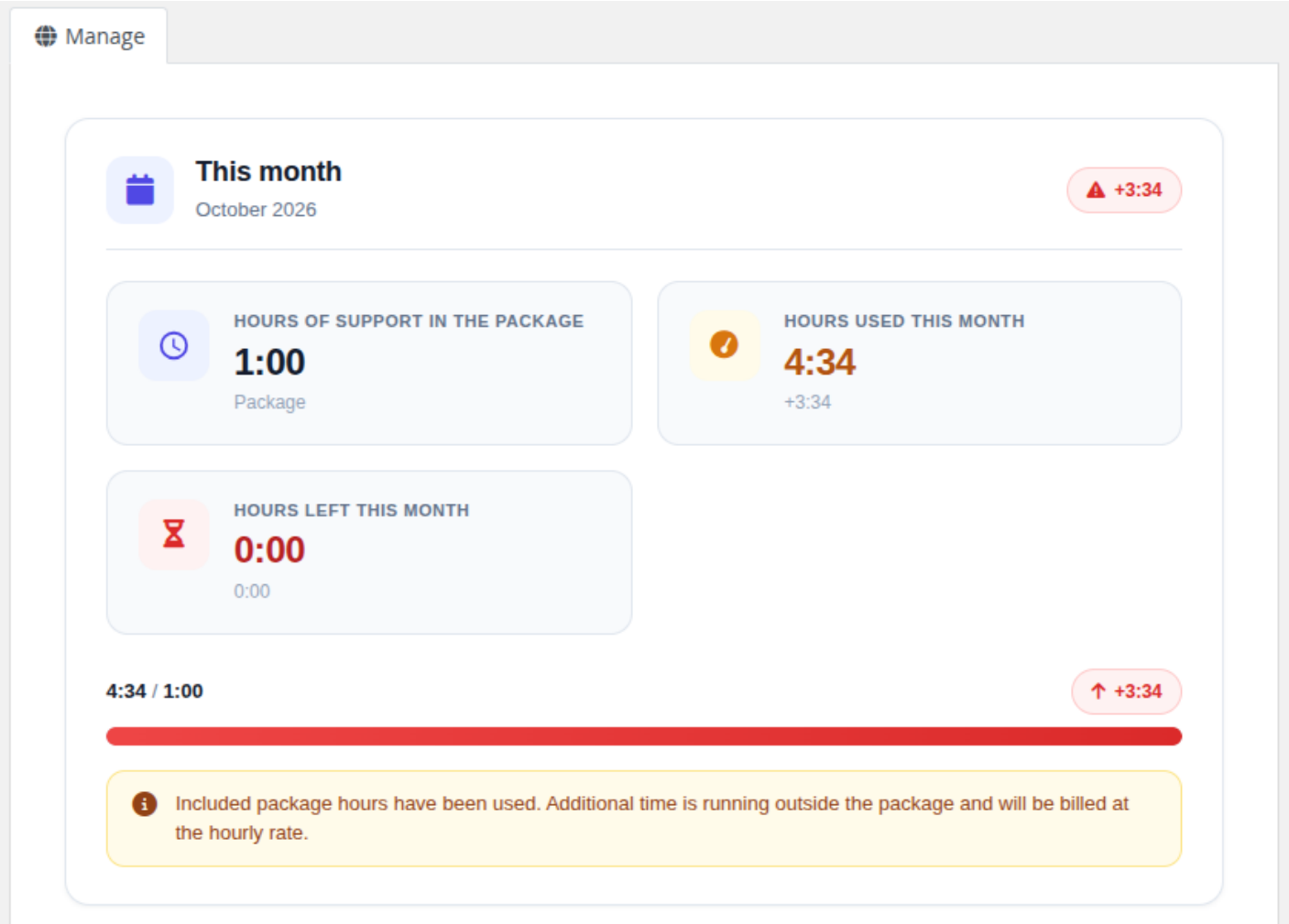
Home screen

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Client area home screen

After logging in to the client area and opening their support service, the customer sees a modern card-based layout with the following sections.



09-client-home.png

This month / Support package

A summary of the current period as three stat cards:

- **Hours of support in the package** — the hour allocation included in the product
- **Hours used this month** (or *Hours used* for One Time) — total hours logged in the current month / bucket
- **Hours left this month** (or *Hours left*) — remaining hours in the allocation

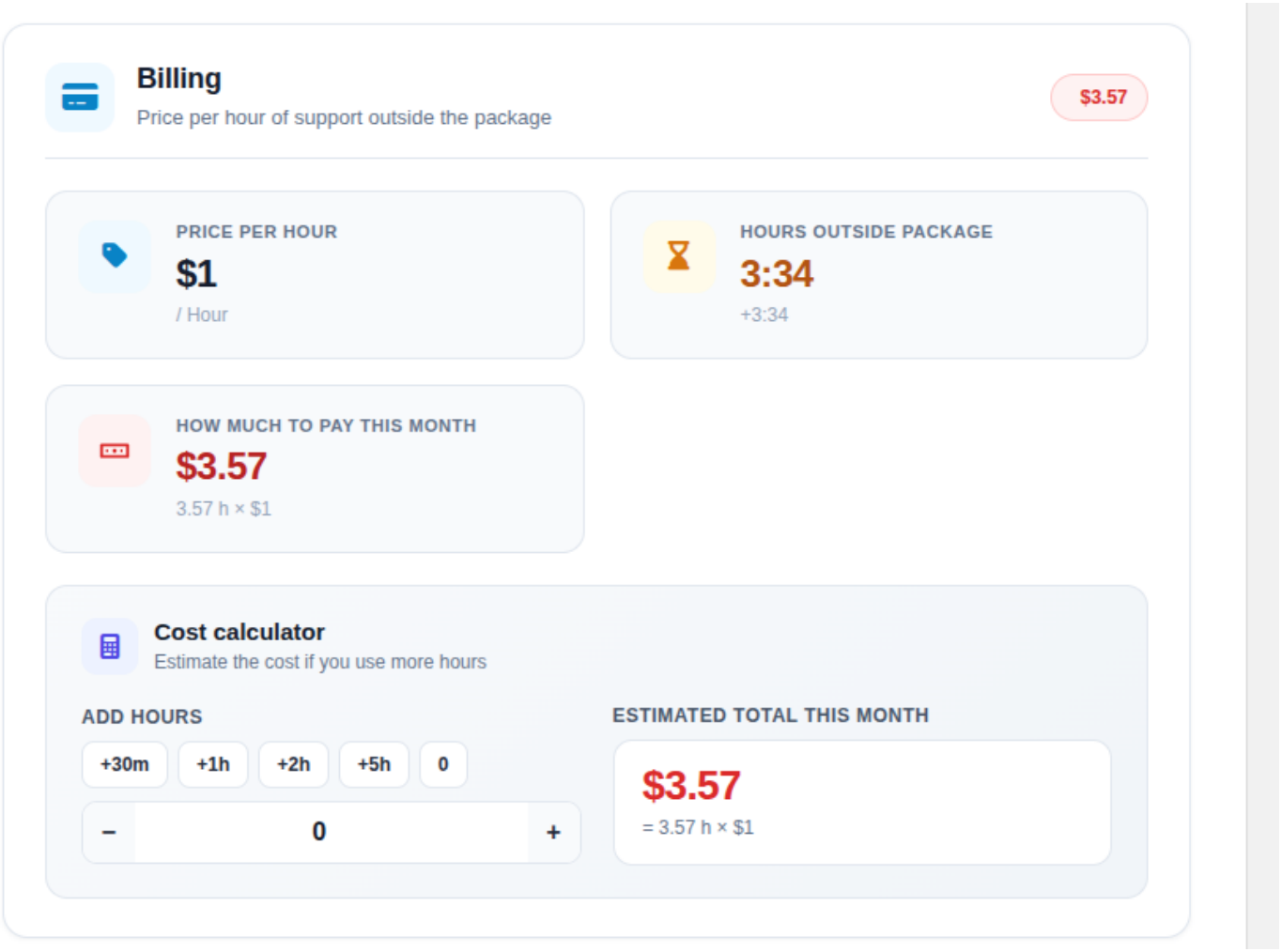
A progress bar shows the percentage of the allocation that has been consumed (it turns amber as the package fills and red at 100%).

Billing (recurring billing cycle only)

- **Price per hour** — hourly rate charged for overage hours, in the client's currency
- **Hours outside package** — hours that have already exceeded the included allocation
- **How much to pay this month** — running total of overage cost (`hours outside package × price per hour`)

Cost calculator

An interactive predictor: the client enters a number of additional hours (or uses quick preset buttons `+30m`, `+1h`, `+2h`, `+5h`) and instantly sees the estimated total for the month, with the underlying `overage hours × rate` calculation shown beneath it.



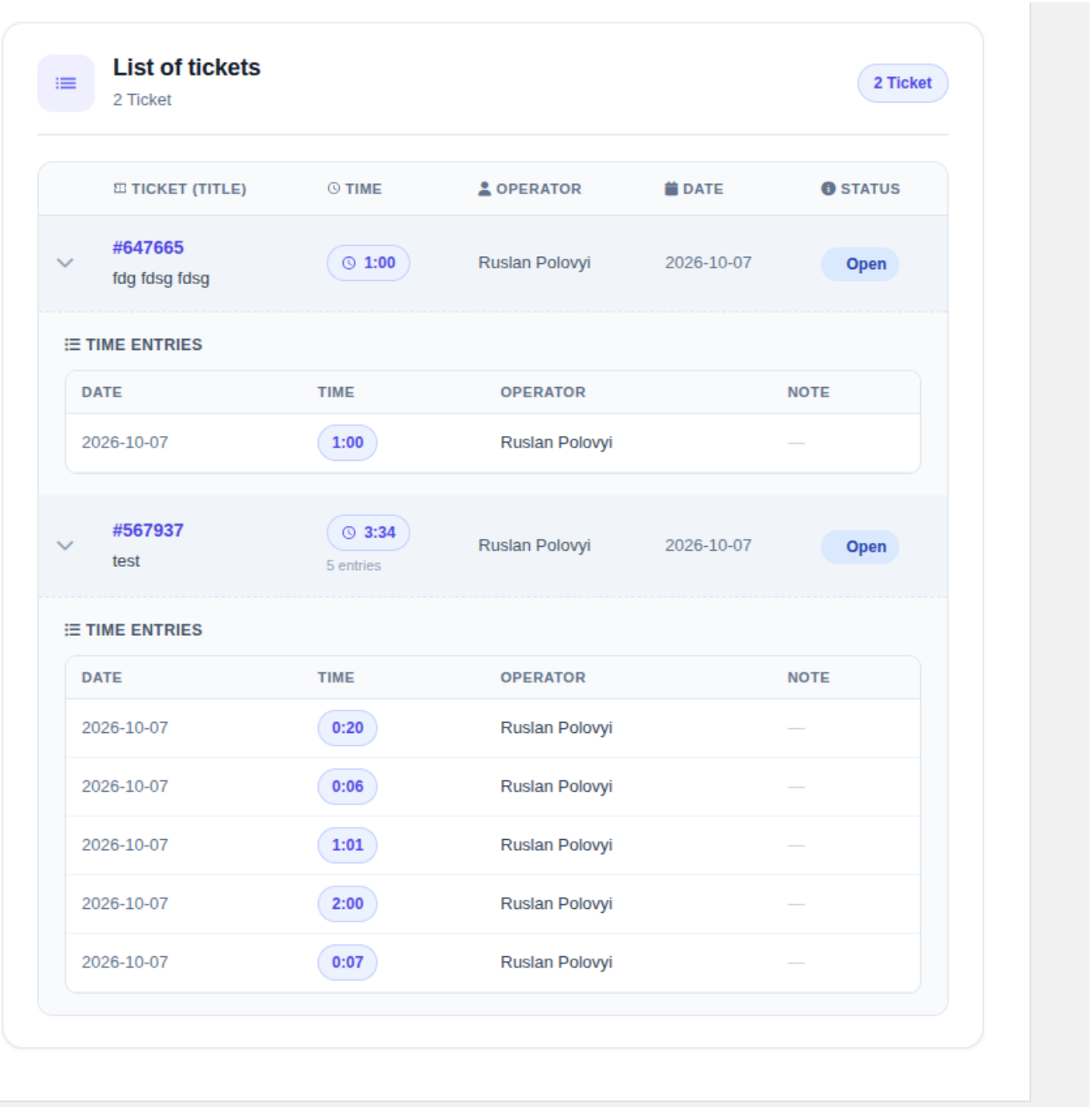
09b-client-billing.png

List of tickets

A table with all tickets that have time logged in the current period:

- Ticket number and title (clickable, opens the ticket), with the number of time entries
- Total time spent (human-readable)
- **Operator** and **Note** — shown only when *Show work log to client* is enabled for the product
- Date of the most recent entry
- A status badge (Open / Billed / Paid / Unpaid)

Each ticket row can be expanded to reveal its individual time entries (date, time, operator, note):



10-client-home-entries.png

Sidebar navigation

The client area sidebar contains two menu items:

- **Information** — the home screen described above
- **History** — per-month history view (only for recurring billing cycles, see History)

> **Note:** For *One Time* services, only the *Information* tab is shown — there is no

> per-month history because the service uses a single bucket of hours.

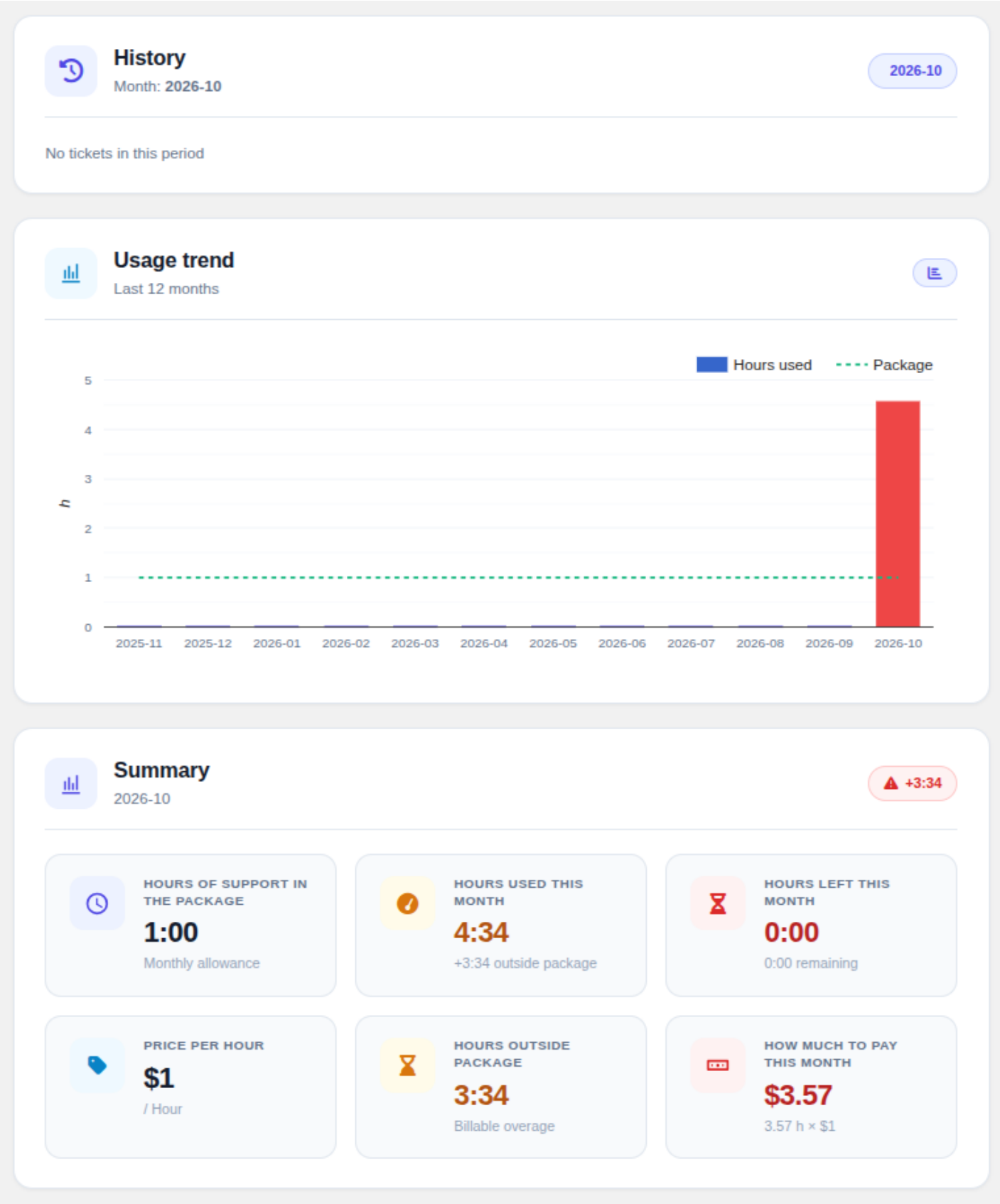
History

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Client area history

The **History** tab is available in the sidebar for support services with a recurring billing cycle. It shows a per-month archive of all tickets that consumed hours, together with a 12-month usage chart.



11-client-history.png

Month navigator

A row of buttons lists every past month for which time has been logged. Clicking a month switches

the view to that period (loaded via AJAX); the currently selected month is highlighted.

Usage trend chart

A *Last 12 months* chart (Google ComboChart) plots **Hours used** as bars against the **Package** allocation as a dashed line. Bars are coloured by status so months with overage stand out at a glance.

Monthly summary

For the selected month the summary panel shows the package allocation, hours used, hours left, the overage rate, overage hours and the overage cost — all using the package size and hourly rate that were **active when the time was logged**.

> **Why a snapshot?** Each ticket stores the package size and hourly rate that were active when the time was logged, so the history view always reflects what the customer was actually charged — even if the product configuration changes later.

Tickets table

For every ticket logged in the selected month the table shows the ticket number and title, total time spent, the most-recent date, a status badge, and — when an overage billable item exists — a direct link to the WHMCS invoice that contains it. As on the home screen, the operator and note are shown when *Show work log to client* is enabled, and each row can be expanded to its individual entries.