

# Support by Time WHMCS module

The module allows you to charge your customers with subscription fees for the support provided to them. The module allows you to prepare multiple packages with the number of hours and prices, and then settle the time spent on customer requests. Thanks to it You will know how long it takes to help each of your clients and you will be able to charge for the time you spend. You can do it in several ways - by setting up permanent subscriptions, where the module itself counts the amount of time still available to use or from the very beginning monitor the hours devoted to the execution of the application. The module also supports the settlement of overtime over a defined package with a separate hourly rate. Our module does not have an automatic time counter - the time consumption is entered manually by the technical operator when updating the ticket. This is the result of a well-thought-out decision and many years of our experience, and not a lack of technical capabilities.

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# Description

## Support by Time module **WHMCS**

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### Preface

This module allows you to create a paid support service.

The module allows you to charge your customers with subscription fees for the support provided to them.

The module allows you to prepare multiple packages with the number of hours and prices, and then settle the time spent on customer requests. Thanks to it You will know how long it takes to help each of your clients and you will be able to charge for the time you spend. You can do it in several ways - by setting up permanent subscriptions, where the module itself counts the amount of time still available to use or from the very beginning monitor the hours devoted to the execution of the application.

The module also supports the settlement of overtime over a defined package with a separate hourly rate.

Our module does not have an automatic time counter - the time consumption is entered manually by the technical operator when updating the ticket. This is the result of a well-thought-out decision and many years of our experience, and not a lack of technical capabilities.

The mechanism was designed to make the most of the built-in mechanisms available in WHMCS and uses the Billable Items function.

The module does not require any additional services, servers apart from the basic installation of the WHMCS system

### Functions:

- Support package hour's configuration (these hours are included in the price of the product and do not roll over to the next month).

- Possibility to configure the cost per hour of service after the hour packages are exhausted.
- Prices are configurable for all currencies that are available in your WHMCS installation.
- During the processing of tickets, the operator has the opportunity to add the number of hours that he spent on the implementation of this ticket. Gradation is 0.25 hours (15 minutes steps).
- It is possible to omit the use of time monitoring for some tickets and work with them in the standard way.
- It is possible to add a technical support product to the client, if it does not exist, directly from the ticket update window. This is done from the side of handling the request by the technical support operator. Thanks to this, you do not have to set the service for each client separately, but decide on a specific case.
- At the beginning of each month, the module calculates all hours of technical support for the previous month, taking into account package hours, then adds the necessary item to the client's Billable Items, which will be added to the invoice and sent to the client for payment by WHMCS system. This feature is designed so that you can make the most of the built-in WHMCS functionality.
- In the client area, the client 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.
- 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.

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Support 5h  
Support

ACTIVE

Registration Date

Thursday, September 22nd, 2022

Recurring Amount

0.00\$

Billing Cycle

Free Account

Next Due Date

-

Payment Method

Bank Transfer

🌐 Manage



Hours of support in the package

5 Hours



Hours used this month

8.5 Hours



Hours left this month

0 Hour(s)



Price per hour of support outside the package

4 \$/Hour



Hours outside package

3.5 Hour(s)



How much to pay this month

14 \$

Ticket (Title)	Time (Hour(s))	Date
<a href="#">#187816</a> Install WHMCS	3	2023-03-21
<a href="#">#901793</a> Module problem	5.5	2023-03-21

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2023-02

2023-01

2022-09

2022-08

2022-07

⌚	Hours of support in the package	5 Hours
⌚	Hours used this month	8.5 Hours
⌚	Hours left this month	0 Hour(s)
💵⌚	Price per hour of support outside the package	4 \$/Hour
⌚	Hours outside package	3.5 Hour(s)
💵	How much to pay this month	14 \$

Ticket (Title)	Time (Hour(s))	Date	Paid	Invoice
<a href="#">#237434</a> Install WordPress	6	2023-02-21	Paid	<a href="#">305</a>
<a href="#">#383819</a> Configuracion DNS Server	2.5	2023-02-21	Paid	<a href="#">305</a>

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2023-02

2023-01

2022-09

2022-08

2022-07

⌚	Hours of support in the package	5 Hours
⌚	Hours used this month	7.25 Hours
⌚	Hours left this month	0 Hour(s)
💵⌚	Price per hour of support outside the package	4 \$/Hour
⌚	Hours outside package	2.25 Hour(s)
💵	How much to pay this month	9 \$

Ticket (Title)	Time (Hour(s))	Date	Paid	Invoice
#050728 TEST OLD	7.25	2022-07-26	Unpaid	

Client Profile

ruslan poloviyi (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	Registration Date	22/09/2022
Product/Service	Support 9h	Quantity	1
Server	None	First Payment Amount	0.00
Domain		Recurring Amount	0.00 <small>Recalculate on Save</small>
Dedicated IP		Next Due Date	N/A
Username		Termination Date	
Password		Billing Cycle	Free
Status	Active	Payment Method	Bank Transfer
Module Commands	Create Suspend Unsuspend Terminate	Promotion Code	None

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 \$

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

## 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](#) 

## Support Tickets

#910484 - Jakis problem Open Close


Last Rep

The client does not have a paid technical support service

Support 9h

### Pay Methods

### Bank Transfer

 Order service

## 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

Pressing will overwrite the time

# Changelog

## Support by Time module **WHMCS**

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### v2.0 Released 23-09-2024

**Module is coded ionCube v13**

Supported php version:

- php 7.4 WHMCS 8.11.0 -
- php 8.1 WHMCS 8.11.0 +
- php 8.2 WHMCS 8.11.0 +

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### v1.3 Released 19-10-2023

1. Added the ability to delete reserved time positions in the admin panel.
2. Changed check of one-time packages, from daily cron to every cron, to change to terminator state.

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### v1.2.5 Released 11-10-2023

1. Supported WHMCS v8.8.0
2. Translations added/updated (**Arabic, Azerbaijani, Catalan, Chinese, Croatian, Czech, Danish, Dutch, English, Estonian, Farsi, French, German, Hebrew, Hungarian, Italian, Macedonian, Norwegian, Polish, Romanian, Russian, Spanish, Swedish, Turkish, Ukrainian**)

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### v1.2 Released 02-08-2023

1. Added the possibility of one-time support packages with a limit of hours
  2. The display of time in the client and admin zones is displayed in a human-readable format
  3. Other display and logic improvements
-



## v1.1 Released 21-03-2023

1. Changes in design in the client area.
  2. Added translations
  3. Support WHMCS V8.6
  4. Support IonCube PHP Loader v12
  5. Support for PHP 8.1
  6. Support for PHP 7.4
  7. Added a field with a description of the position on the invoice
- 

## v1.0 Released 01-10-2022

First version

# Installation and configuration guide

# WHMCS

## setup(install/update)

Support by Time module **WHMCS**

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**Module is coded ionCube v13**

Supported php version:

- php 7.4 WHMCS 8.11.0 -
- php 8.1 WHMCS 8.11.0 +
- php 8.2 WHMCS 8.11.0 +

To install and update a module, you must perform one and the same action.

### 1. Download the latest version of the module.

PHP 8.2

```
wget http://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Support-by-time/php82/PUQ_WHMCS-Support-by-time-latest.zip
```

PHP 8.1

```
wget http://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Support-by-time/php81/PUQ_WHMCS-Support-by-time-latest.zip
```

PHP 7.4

```
wget http://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Support-by-time/php74/PUQ_WHMCS-Support-by-time-latest.zip
```

All versions are available via link:

[http://download.puqcloud.com/WHMCS/servers/PUQ\\_WHMCS-Support-by-time/](http://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Support-by-time/)

## 2. Unzip the archive with the module.

```
unzip PUQ_WHMCS-Support-by-time-latest.zip
```

## Copy

3. Copy and Replace "puqSupportByTime" from "PUQ\_WHMCS-Support-by-time" to "WHMCS\_WEB\_DIR/modules/servers/"

# Product Configuration

## Support by Time module **WHMCS**

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### **Purpose:**

This module supports both One Time and Recurring billing cycles for services.

### **One Time Billing:**

If you choose the One Time billing option, the service will remain active until the end of the purchased support hours package.

### **Recurring Billing:**

If you choose the Recurring billing option, the support hours will be calculated on a monthly cycle basis.

## Add new product to WHMCS

System Settings->Products/Services->Create a New Product

In the **Module settings** section, select the "**PUQ Support by Time**" module

Products/Services

Edit Product

Details	Pricing	Module Settings	Custom Fields	Configurable Options	Upgrades	Free Domain	Cross-sells	Other	Links
Module Name <input type="text" value="PUQ Support by time"/>									
Server Group <input type="text" value="None"/>									
License key <input type="text" value="CVYCC9-XXXXXXXXXX-UTDSW"/> success: 2022-10-22T08:35:35+02:00									
Support package setup									
Hours per month: <input type="text" value="9"/> h									
Invoice Action: <input type="text" value="Invoice on Next daily Cron"/> How the invoice for the month of support will be issued.									
Price per hour of support									
EUR : <input type="text" value="1"/> EUR									
PLN : <input type="text" value="2"/> zł.									
UAH : <input type="text" value="3"/>									
USD : <input type="text" value="4"/> \$									

---

## License key

A pre-purchased license key for the "PUQ Support by time" module. For the module to work correctly, the key must be active

License key	<div>CVYCC9-<span style="background-color: red; color: black;">XXXXXXXXXX</span>XUTDSW</div> <div>success: 2022-10-22T08:35:35+02:00</div>
-------------	--

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## Support package setup

**Hours per month** - Indicates the number of hours that are included in the paid service package

**Invoice Action** - How WHMCS will create an invoice to the customer

- **Don't invoice for now** — Keep it in the client's account as an unbilled item.
- **Invoice on Next Cron Run** — Generate an invoice for it the next time your daily cron job runs.
- **Add to User's Next Invoice** — Add it to the next automated recurring renewal invoice that the system generates for products and services.

**Support package setup**

**Hours per month:**  h

**Invoice Action:**

Invoice on Next daily Cron ▼

How the invoice for the month of support will be issued.

---

## Price per hour

In this section, you set the price per hour of support in all currencies that you have in the WHMCS system.

Price per hour of support

EUR :  EUR

PLN :  zł.

UAH :

USD :  \$

# Client Area



# Home screen

## Support by Time module **WHMCS**


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The customer's home page has the following information

- Hours of support in the package
- Hours used this month
- Hours left this month
- Price per hour of support outside the package
- Hours outside package
- How much to pay this month
- All tickets and their service time

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Support 5h  
Support

ACTIVE

Registration Date  
Thursday, September 22nd, 2022

Recurring Amount  
0.00\$

Billing Cycle  
Free Account

Next Due Date  
-

Payment Method  
Bank Transfer

Manage

🕒	Hours of support in the package	5 Hours
🕒	Hours used this month	8.5 Hours
🕒	Hours left this month	0 Hour(s)
💳🕒	Price per hour of support outside the package	4 \$/Hour
🕒	Hours outside package	3.5 Hour(s)
💳	How much to pay this month	14 \$

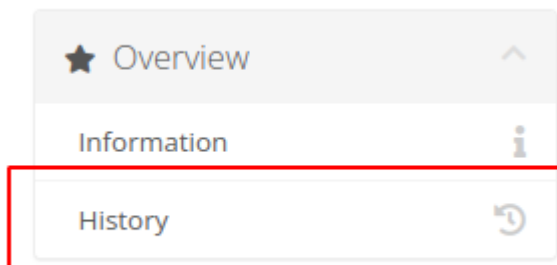
Ticket (Title)	Time (Hour(s))	Date
#187816 Install WHMCS	3	2023-03-21
#901793 Module problem	5.5	2023-03-21

# History

## Support by Time module **WHMCS**

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In order to go to the page with the history of tickets and the time spent on them, go to the HISTORY tab



The history page will show the history of all tickets, the time spent on them, and the invoice in which the item was added.

There are also buttons by clicking on which information of the selected month will be displayed.

## ★ Overview

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## 🕒 History

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2023-02

2023-01

2022-09

2022-08

2022-07



Hours of support in the package

5 Hours



Hours used this month

8.5 Hours



Hours left this month

0 Hour(s)



Price per hour of support outside the package

4 \$/Hour



Hours outside package

3.5 Hour(s)



How much to pay this month

14 \$

Ticket (Title)	Time (Hour(s))	Date	Paid	Invoice
<a href="#">#237434</a> Install WordPress	6	2023-02-21	Paid	<a href="#">305</a>
<a href="#">#383819</a> Configuracion DNS Server	2.5	2023-02-21	Paid	<a href="#">305</a>

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2023-02 2023-01 2022-09 2022-08 2022-07

⌚	Hours of support in the package	5 Hours
⌚	Hours used this month	7.25 Hours
⌚	Hours left this month	0 Hour(s)
💵⌚	Price per hour of support outside the package	4 \$/Hour
⌚	Hours outside package	2.25 Hour(s)
💵	How much to pay this month	9 \$

Ticket (Title)	Time (Hour(s))	Date	Paid	Invoice
#050728 TEST OLD	7.25	2022-07-26	Unpaid	

# Admin Area

# 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

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

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

# 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  
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