

# Description

## Support by Time module **WHMCS**

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## Support by Time WHMCS module

The **Support by Time WHMCS module** turns your WHMCS into a fully automated platform for selling paid technical support measured in hours. It lets you sell a recurring support plan that includes a fixed amount of hours per month, with an automatically calculated hourly rate for time used outside the package — or a one-time bucket of hours that the service consumes until it auto-terminates.

Operators log time directly from the ticket page — manually or with a built-in start/stop timer — the module aggregates totals per ticket, per service and per month, keeps a full audit trail of who logged what, and WHMCS billable items are created automatically by the daily cron.

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## Main features

- **Hour packages** — configurable number of support hours included per month per product
- **Overtime billing** — per-currency hourly rate charged for hours used outside the package
- **Two billing modes** — recurring (monthly reset) or One Time (fixed bucket of hours, auto-terminate when depleted)
- **Time granularity** — time tracked and entered in HH:MM (minute precision)
- **Manual time entry** — operators log spent time directly when responding to a ticket
- **Live timer** — start/stop a server-anchored timer on the ticket; a floating widget shows all running timers on every admin page
- **Multi-entry per ticket** — every save (or timer stop) is recorded as its own entry, so "10 min triage + 30 min fix" is preserved as two lines with individual notes and operators
- **Notes & operator tracking** — each entry stores an optional note and the WHMCS admin who logged it
- **Audit trail** — append-only log of every action (time logged, edited, deleted, timer

start/stop/cancel, service ordered, ticket billed) shown on the ticket and on the service page

- **Operator report** — per-operator hours and entry counts for the current and previous month
- **Two save actions** — save time without closing the ticket, or close the ticket and save time
- **Quick service ordering** — when a client without an active support service opens a ticket, the operator can order one straight from the ticket page
- **Ticket protection** — once a ticket has been billed, its time entries are locked against edit/delete/reopen
- **Past-month tickets** — tickets logged in earlier months are flagged as already charged and require splitting/re-creating
- **Automatic monthly billing** — daily cron creates one WHMCS billable item per ticket for the previous month's overage hours
- **Configurable invoice action** — choose between *Invoice on next cron*, *Add to user's next invoice* or *Do not invoice*
- **Usage notifications** — email the client when monthly usage crosses configurable thresholds (e.g. 80%, 100%)
- **Client transparency** — card-based client area with a usage progress bar, an interactive cost calculator and a 12-month usage chart; an optional toggle reveals the operator note + name per ticket
- **Multi-currency** — separate hourly rate per WHMCS-configured currency
- **Multi-language** — 25 languages
- **License verification** — built-in license system with online/offline verification and admin alerts

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# System requirements & compatibility

The module supports **PHP 7.4, 8.1 and 8.2+**, shipped as a separate ionCube build per PHP version. Download the build that matches the PHP version your WHMCS runs on.

WHMCS version	PHP version	Module build
WHMCS 8.x	7.4	<a href="#"> php74 </a>
WHMCS 8.x	8.1	<a href="#"> php81 </a>
WHMCS 8.x	8.2	<a href="#"> php82 </a>
WHMCS 9.x	8.2	<a href="#"> php82 </a>

- **WHMCS 8** → PHP 7.4 / 8.1 / 8.2 (use the matching build).

- **WHMCS 9** → PHP 8.2 (use the `[php82]` build).
  - **PHP 8.2 and newer** (8.3, 8.4, ...) → always use the `[php82]` build.
  - **ionCube Loader** v13 or newer (v14, v15) required.
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## Links

- **Product page:** <https://puqcloud.com/whmcs-module-support-by-time.php>
  - **Documentation:** <https://doc.puq.info/books/support-by-time-whmcs-module>
  - **Support:** <https://puqcloud.com/submitticket.php?step=2&deptid=1>
  - **Community:** <https://community.puqcloud.com/>
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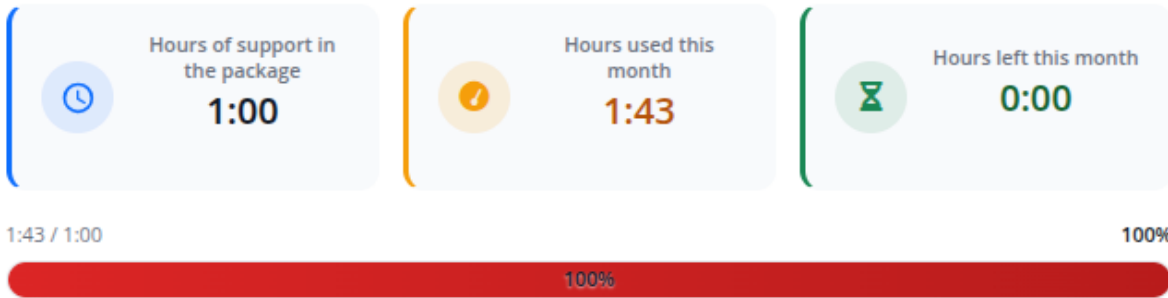
## Screenshots

Client area — home screen



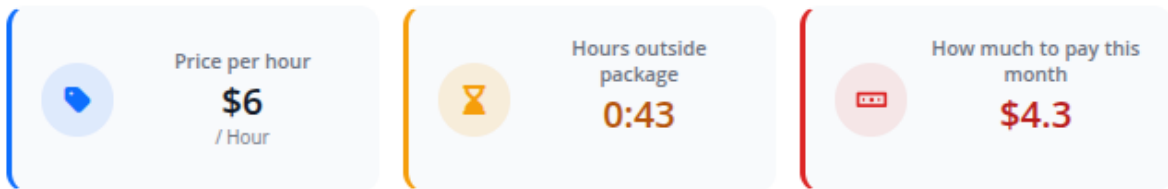
## This month

June 2026



## Billing

Price per hour of support outside the package



**Cost calculator** Estimate the cost if you use more hours

Add hours

0

Estimated total this month

**\$4.3**

= 0.72 h × \$6



## List of tickets

1 Ticket

TICKET (TITLE)	TIME	OPERATOR	DATE	STATUS
> #454962 TEST2	🕒 1:43 4 entries	Ruslan Polovyi	2026-06-04	Open

Client area — usage history



## History

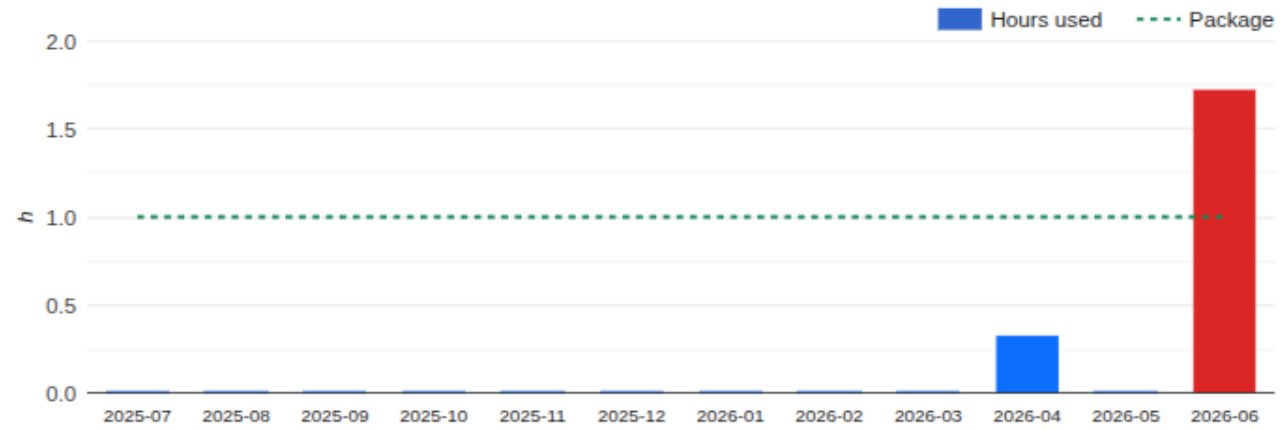
Month: 2026-04

2026-04



## Usage trend

Last 12 months



Admin area — service page

Month	Package hours	Used hours	Left hours	Price per hour	Outside hours	How much pay
2026-06	1:00	1:43	0:00	\$ 6	0:43	\$ 4.3

Summary

This month 2026-06-01 — 2026-06-30

Operator	Hour(s)	Entries
Ruslan Polovyi	1.71 h	4

Operator report

Last month 2026-05-01 — 2026-05-31

Operator	Hour(s)	Entries
—	—	—

History

Month	Package hours	Used hours	Left hours	Price per hour	Outside hours	How much pay
2026-06	1:00	1:43	0:00	\$ 6	0:43	\$ 4.3

Ticket	Total	Operator	Date	Billable Item	Invoice	Status
#454962 TEST2	1:43 4 entries	Ruslan Polovyi	2026-06-04	—	—	Open

List of tickets

Date	Hour(s)	Note	Operator	Action
2026-06-04	0:20	—	Ruslan Polovyi	<a href="#">Edit</a> <a href="#">Delete</a>
2026-06-04	0:12	—	Ruslan Polovyi	<a href="#">Edit</a> <a href="#">Delete</a>
2026-06-04	1:00	—	Ruslan Polovyi	<a href="#">Edit</a> <a href="#">Delete</a>
2026-06-04	0:11	—	Ruslan Polovyi	<a href="#">Edit</a> <a href="#">Delete</a>

AUDIT TRAIL

- save\_time\_insert · Ruslan Polovyi 2026-06-04 18:15:15
- save\_time\_insert · Ruslan Polovyi 2026-06-04 18:14:41
- save\_time\_insert · Ruslan Polovyi 2026-06-04 18:14:09
- save\_time\_insert · Ruslan Polovyi 2026-06-04 18:13:55

## Admin area — ticket time form

Support Tickets

#006302 - TEST2 Open Close Last Reply: 0 Hours 0 Minutes 21 Seconds Ago

**How much time was spent**

What support service: Support 5h (One Time - Active) Available: 5/5h

Time:   H:M

Note (optional, visible to client): What was done

The entered time is added to the ticket total

**Audit trail (1)**

Service ordered by Ruslan Polovyi 5s ago  
product: #28 via: paypalcheckout order: #1283

Revision #17

Created 26 September 2022 23:27:42 by Ruslan

Updated 4 June 2026 18:16:01 by Ruslan