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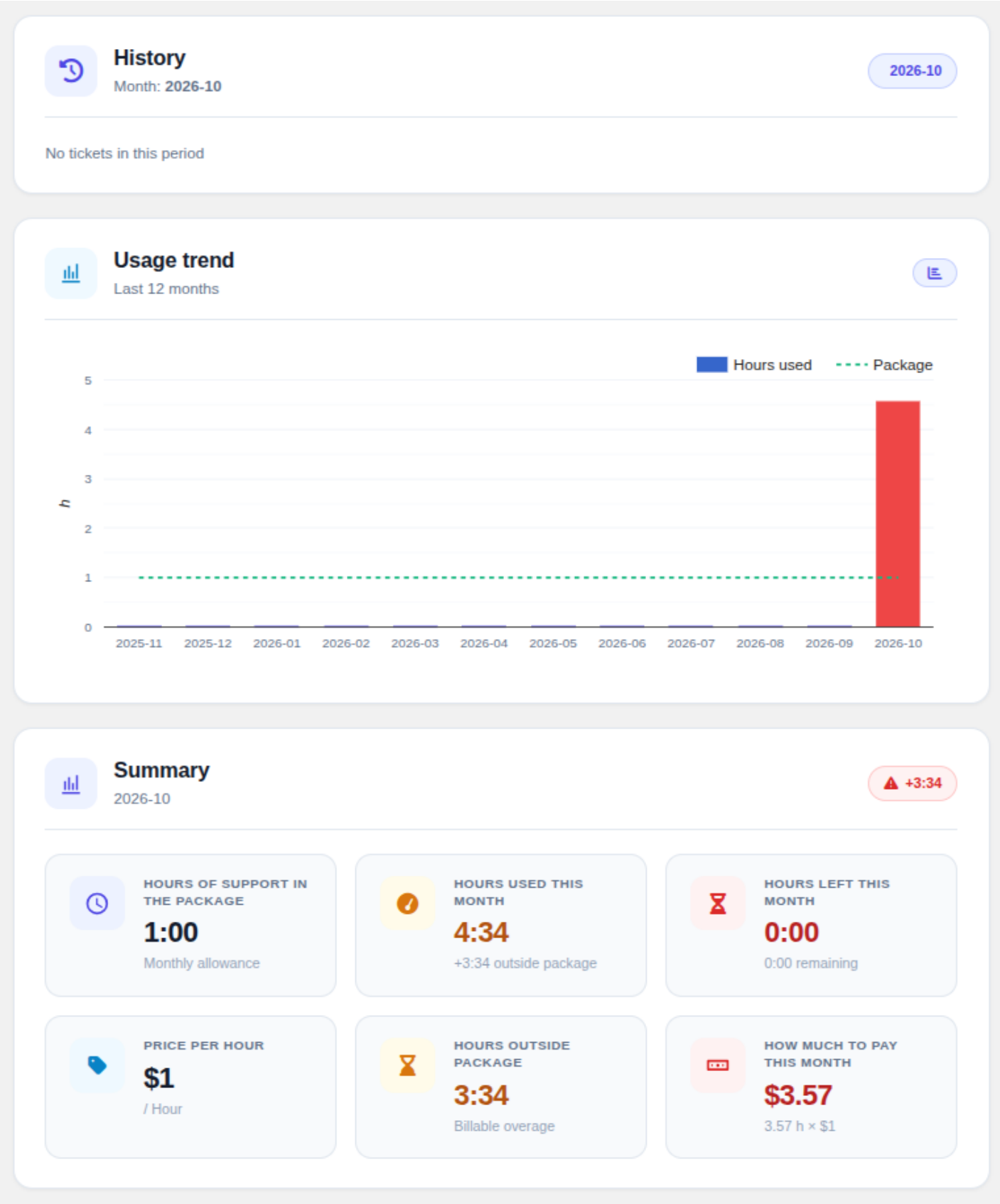
History

Support by Time module **WHMCS**

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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.

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