

Ticket header

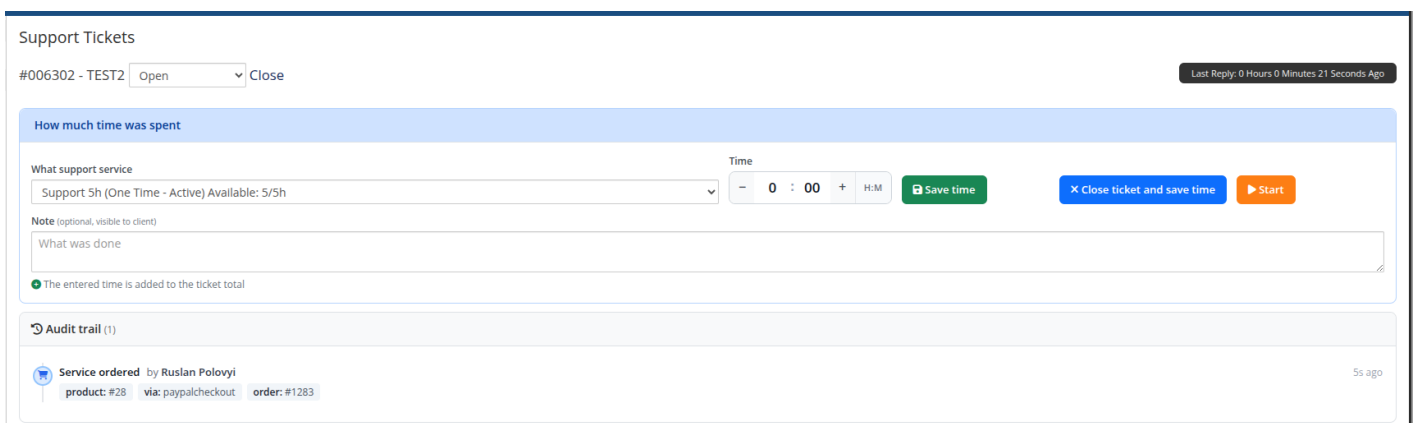
Support by Time module **WHMCS**

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Time-logging header

Whenever an administrator opens a ticket in the WHMCS admin area, the module injects a context-aware header above the ticket. The header loads its state over AJAX and renders entirely client-side — every action (save, close, reopen, timer, order) happens **without reloading the page**. It detects the situation (active service, terminated service, no service, ticket charged in a previous month, ticket closed, license issue) and renders the appropriate UI.

Open ticket — time form



The default view is a panel containing:

- A drop-down with the customer's support services. Active services are listed first, then suspended; terminated services are shown disabled. Each entry shows the package allocation and remaining hours: `Service name (cycle - status) Available: 0.46/1h`.
- An **HH:MM** time input with `[-]` / `[+]` buttons (minute steps; minutes roll over into hours). For *One Time* services the value is capped at the hours remaining in the bucket.
- An optional **Note** field (visible to the client when *Show work log to client* is enabled on

the product).

- Action buttons:
 - **Save time** — appends the entered time as a new entry; the ticket stays open.
 - **Close ticket and save time** — appends the entry and sets the WHMCS ticket status to *Closed*.
 - **Start** — starts a live timer (see below).

“ Each save **adds** a new entry to the ticket — it does not overwrite previous entries. The running total ("Already logged") and the full breakdown are shown in the audit trail.

Audit trail

Below the form, a timeline lists every action taken on the ticket (time logged, edited, deleted, timer start/stop/cancel, service ordered), with the operator name and a relative timestamp.

The screenshot shows a ticket interface for #454962 - TEST2. At the top, there are status controls: 'Open' (dropdown) and 'Close'. A timer shows 'Last Reply: 0 Hours 0 Minutes 2 Seconds Ago'. Below this is the 'How much time was spent' section, which includes a dropdown for 'What support service' (currently 'Support 1h (Monthly - Active) Available: 0/1h'), a 'Time' field showing '0 : 00', and three buttons: 'Save time' (green), 'Close ticket and save time' (blue), and 'Start' (orange). A 'Note' field contains 'What was done'. A status message indicates 'The entered time is added to the ticket total' with a timestamp 'Already logged: 1:32'. Below the form is the 'Audit trail (3)' section, which lists three entries:

Time logged	by	Timestamp
+	Ruslan Polovyi	time: 1:00 (2s ago)
+	Ruslan Polovyi	time: 0:12 (34s ago)
+	Ruslan Polovyi	time: 0:20 (48s ago)

Live timer

Pressing **Start** opens a red *Timer running* panel with a server-anchored running clock and **Stop / Cancel** buttons. **Stop** rounds the elapsed time up to the nearest minute and appends it as a regular time entry (with the note, if any); **Cancel** discards it.

Support Tickets

#371839 - test Support Open Close Last Reply: 0 Hours 9 Minutes 0 Seconds Ago

Timer running

00:07:02 Service: Support 1h Stop Cancel

How much time was spent

What support service: Support 1h (Free Account - Active) Available: 1/1h Time: 0 : 00 + H:M Save time Close ticket and save time

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

The entered time is added to the ticket total

Audit trail (1)

After stopping, the action is recorded in the audit trail (elapsed time, added hours, new total):

Support Tickets

#371839 - test Support Open Close Last Reply: 0 Hours 9 Minutes 0 Seconds Ago

How much time was spent

What support service: Support 1h (Free Account - Active) Available: 0.866666666666667/1h Time: 0 : 00 + H:M Save time Close ticket and save time Start

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

The entered time is added to the ticket total Already logged: 0:08

Audit trail (3)

- Timer stopped by Ruslan Polovyi added: +0:08 total: 0:00 - 0:08 elapsed: 7m 13s 2s ago
- Time logged by Ruslan Polovyi time: 0:08 2s ago
- Timer started by Ruslan Polovyi 7m ago

Closed ticket

Support Tickets

#454962 - TEST2 Closed Close Last Reply: 0 Hours 1 Minutes 41 Seconds Ago

ReOpen Time: 1:43 Service: Support 1h (Monthly - Active)

When the ticket is closed, the header shows a compact summary (logged time + service) plus a **ReOpen** button that switches the WHMCS ticket status back to *Open* so the operator can log more time. If the ticket has already been billed, ReOpen is refused (the time is locked).

Ticket charged in a previous month

Support Tickets

#109316 - test1 Open Close Last Reply: 38 Days 23 Hours 38 Minutes 10 Seconds Ago

This ticket charged in a previous month

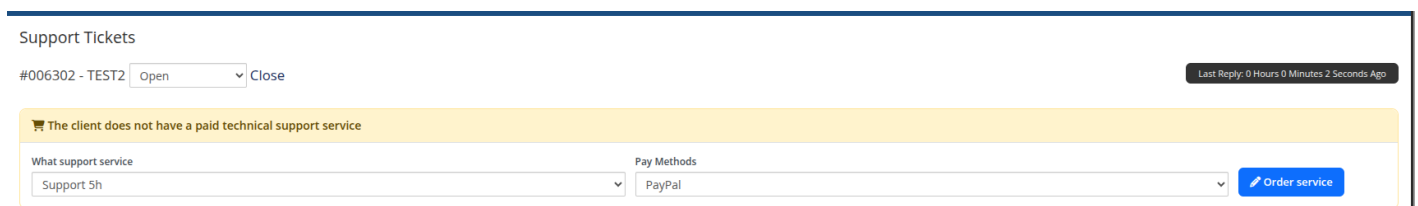
Time: 0:20 (0.333333333333333)
 Service: Support 1h (Monthly - Active)
 Recreate or split the ticket

If the ticket's time belongs to a previous month, editing is locked: the header shows a red panel with the recorded time, the service, and a hint to **recreate or split the ticket** if more time needs to be logged. This prevents retroactive changes after the monthly billable item has been created.

Service is terminated

If the service the ticket is attached to has been terminated, time editing is also locked and the operator is asked to recreate or split the ticket against an active service.

Client without a support service



The screenshot shows a support ticket interface. At the top, it says "Support Tickets" and "#006302 - TEST2" with "Open" and "Close" buttons. A timer shows "Last Reply: 0 Hours 0 Minutes 2 Seconds Ago". A yellow banner reads "The client does not have a paid technical support service". Below this is an inline order form with two dropdown menus: "What support service" (set to "Support Sh") and "Pay Methods" (set to "PayPal"). A blue "Order service" button is to the right.

If the client does not yet have an Active or Suspended Support by Time service, the header shows an inline order form: a drop-down with all available Support by Time products and a drop-down with available WHMCS payment methods. Submitting it creates a WHMCS order, accepts it, runs auto-setup and reloads the ticket.

License issue

When any of the customer's Support by Time products has an invalid or unreachable license, the header shows a red banner instead of the time form, with the product name and the error message returned by the license server.

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