

# 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

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