HelpDesk
HD-TIME – Time registration

HD-TIME is a connection between HelpDesk and TIME. The plug-in makes it possible to register time in the same software as you handle your support. It allows you to account for the actual time that has been used on a ticket, show statistics and/or invoice the customer.

The time that has been used on a ticket can with this plug-in be accounted for in detail and the flexible interval setting allows you to show the time down to the minute. In TIME you then create invoice details and invoice the customer for the time used in order to solve their issue. The registration is easily handled straight in the ticket form or on an action. It is also possible to see the total time that has been registered on a ticket, as well as on separate actions.

There are two different settings for time registration in HD-TIME: automatic or the setting which forces you to register time before the ticket can be closed. If you choose automatic registration time starts ticking as soon as a ticket is opened. If none of the options has been selected, the time registration is handled manually.

Reports
With the report type Ticket list you can make selections on registered time and get an overview of the time spent by the support. You can choose if you want to show accounted time with comments, accounted time per user/activity, accounted time per time code/activity and total accounted time. The report type Handling time lets you show registered time for a certain time period.

HelpDesk controls TIME
HelpDesk is the application which is "in charge". This means that when a new customer is created in HelpDesk, the information will be copied to TIME and the customer will be added there as well. If the new customer is connected to an already existing customer, the information from HelpDesk will overwrite the information in TIME for the selected customer. In TIME you can also select if you want to create a project per customer object, or one project per customer.

TIME
In order for HD-TIME to work you need the software TIME, apart from HelpDesk and HD-TIME. TIME is, just like HelpDesk, a user-friendly and web based software. You can find more information about the program on our web site.

Please contact us if you want to know what your organisation has to gain from using HD-TIME. Further information about functions and prices can be found on www.artologik.com.
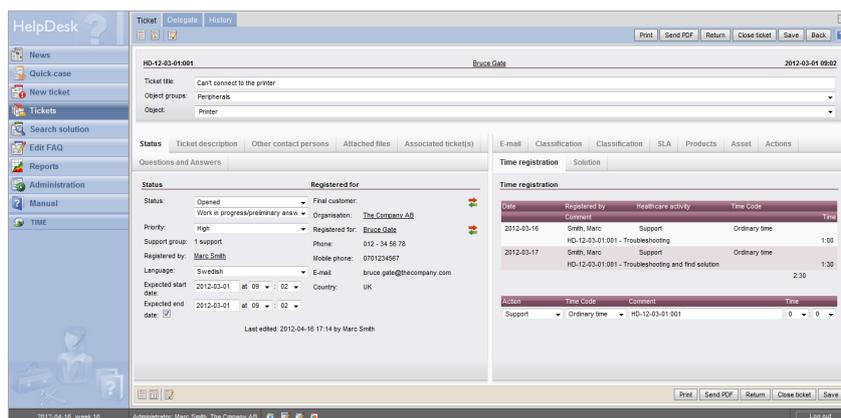
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Administrative software in your web browser

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