Time Logs

Help Documentation

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Time Logs

Time Log Categories

Administrators can create categories to organize time logs into related groups. For example, if a administrator wants to easily track how much time is spent working for a specific customer, he can create a create a category for that customer. Then, whenever an agent creates a time log for an issue concerning that customer, the agent can assign it to the appropriate category.

To access time log categories, click the settings icon . Then expand the System Settings and Time Logs folders and click Time Log Categories in the navigation pane. A list of time log categories will load in the content pane.

In general, the following columns are available:

- Checkbox - Use these boxes to select multiple time log categories. Time log categories must be selected before choosing an action from the toolbar.
- Category Name - The name of the time log category.
- Description - A short description of the time log category

In general, the following options are available in the content pane toolbar:

- New - Creates a new time log category.
- Edit - Allows the agent to edit an existing time log category.
- Delete - Permanently deletes the selected time log category.
- Refresh - Refreshes the list of time log categories in the content pane.

To view a specific time log category, simply double-click the appropriate time log category. The time log category will load in a popup window and the following fields will be available:

- Category - The name of the time log category.
- Description - A short description of the time log category.