

How to access Time / Hours Report

1. On the Menu Panel, click on **Help Desk**.
2. Click on **Time/Hours Report** under Reports menu.
3. Time/Hours Report has two tabs, Ticket Time/Hours Report and Project Time/Hours Report.
 - a. Ticket Time/Hours tab

Time / Hours Report

Close

Time/Hours Report | Project Time / Hours Report

Export Columns View 9,621 records

Filter Ticket No. Containing Add Filter

Ticket No.	Ticket Description	Project	Internal Project Manager	Customer	Module	Date	Agent	Hours Worked	Bilable Hours	Non Bilable Hours	Item No.	Rate	Bilable	Worked
					General Ledger	09/01/2017 12:00 AM		0.00	0.00	0.00		175.00		
					Logistics	09/01/2017 12:00 AM		24.00	24.00	0.00		200.00		
					Logistics	09/01/2017 12:00 AM		0.00	0.00	0.00		200.00		
					distribution	02/08/2017 06:16 PM		0.00	0.00	0.00		175.00		
					Any	02/08/2017 06:17 PM		2.00	2.00	0.00		175.00		
					Technical Support	02/08/2017 06:16 PM		3.00	3.00	0.00		175.00		
					Carroll	02/08/2017 05:26 PM		1.00	1.00	0.00		175.00		
					Technical Support	02/08/2017 01:18 PM		2.00	2.00	0.00		175.00		
					Permit	02/08/2017 12:00 AM		0.00	0.00	0.00		200.00		
					Accounts Payable	02/08/2017 12:00 AM		0.00	0.00	0.00		200.00		
					Inventory	02/08/2017 12:00 AM		1.00	1.00	0.00		175.00		
					Technical Support	02/07/2017 04:06 PM		0.25	0.25	0.00		175.00		
					Accounts Payable	02/07/2017 03:45 PM		0.00	0.00	0.00		175.00		
					Accounts Payable	02/07/2017 12:00 AM		1.00	1.00	0.00		200.00		
					Permit	02/07/2017 12:00 AM		0.00	0.00	0.00		200.00		
					Tank Management	02/04/2017 08:08 AM		1.00	1.00	0.00		175.00		
					Any	02/04/2017 04:48 PM		4.00	4.00	0.00		175.00		
					AG Energy Track	02/04/2017 02:48 PM		0.00	0.00	0.00		175.00		
					Technical Support	02/04/2017 11:28 AM		1.00	1.00	0.00		175.00		
					Permit	02/04/2017 08:08 AM		0.00	0.00	0.00		175.00		
					General Ledger	02/04/2017 08:31 AM		0.00	0.00	0.00		175.00		
					Tank Management	02/04/2017 12:00 AM		0.75	0.75	0.00		175.00		
					AG Energy Track	02/04/2017 12:00 AM		0.00	0.00	0.00		175.00		
Show Totals								33,486.94	20,838.87	12,628.07				

Show Totals ☒ Refresh

- b. Project Time/Hours tab

Time / Hours Report

Close

Time/Hours Report | Project Time / Hours Report

Export Columns View 25 records

Filter Project Containing Add Filter

Project	Internal Project Manager	Customer	Estimated Hours	Hours Worked	Bilable Hours	Non Bilable Hours	Total Billed	Amount Due	Payment
			0.00	102.75	102.75	0.00			
			18.00	188.00	188.00	0.00			
			0.00	6.00	6.00	0.00			
			882.00	210.00	210.00	0.00			
			0.00	16.00	16.00	0.00			
			0.00	9.00	9.00	0.00			
			100.00	7.75	7.75	0.00			
			0.00	2.50	2.50	0.00			
			0.00	0.00	0.00	0.00			
			28.25	26.00	7.00	19.00			
			400.00	880.75	880.75	0.00			
			0.00	24.50	24.50	0.00			
			0.00	175.75	175.75	0.00			
			0.00	29.25	22.75	6.50			
			82.00	922.25	922.25	0.00			
			0.00	14.00	3.25	10.75			
			20.00	3.00	2.00	1.00			
			0.00	568.00	568.00	0.00			
			0.00	116.25	116.25	0.00			
			0.00	24.00	24.00	0.00			
			0.00	5.00	5.00	0.00			
			16.00	88.00	88.00	0.00			
			0.00	16.50	16.50	0.00			
			0.00	142.00	1.00	142.00			
Show Totals			1,080.25	3,058.50	2,475.75	179.75			

Show Totals ☒ Refresh

- To filter, set filter criteria and enter parameter then click Enter.
- To open drill downs, click the hyperlink text from the grid.
- To show or hide summary/total, click the Show Totals checkbox.
- To export report, click Export button then select file type to be exported.