10.2 Timecards

It is possible to associate resolution actions with the tickets. This is a second level of detail, if a ticket requires more actions for the problem to be resolved.

Date	Date of intervention
Assigned to	User or group of users
Unit number	Number of units involved in the intervention
Time	Time spent
Product	Link to the product concerned
Ticket	Reference Ticket
Create Timecard	If active, it allows you to create a new Intervention upon saving
Change Status	Change reported ticket status
Assign ticket to	Allows you to reassign the reported ticket

The sum of the duration of Interventions relating to any given ticket is shown in the Hours or Days field of the ticket.

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