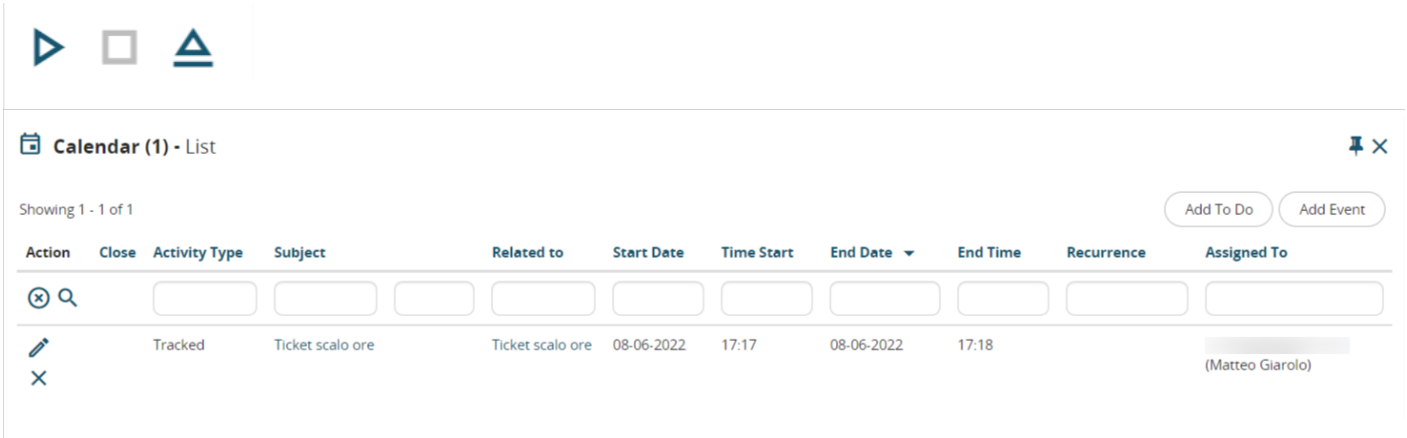
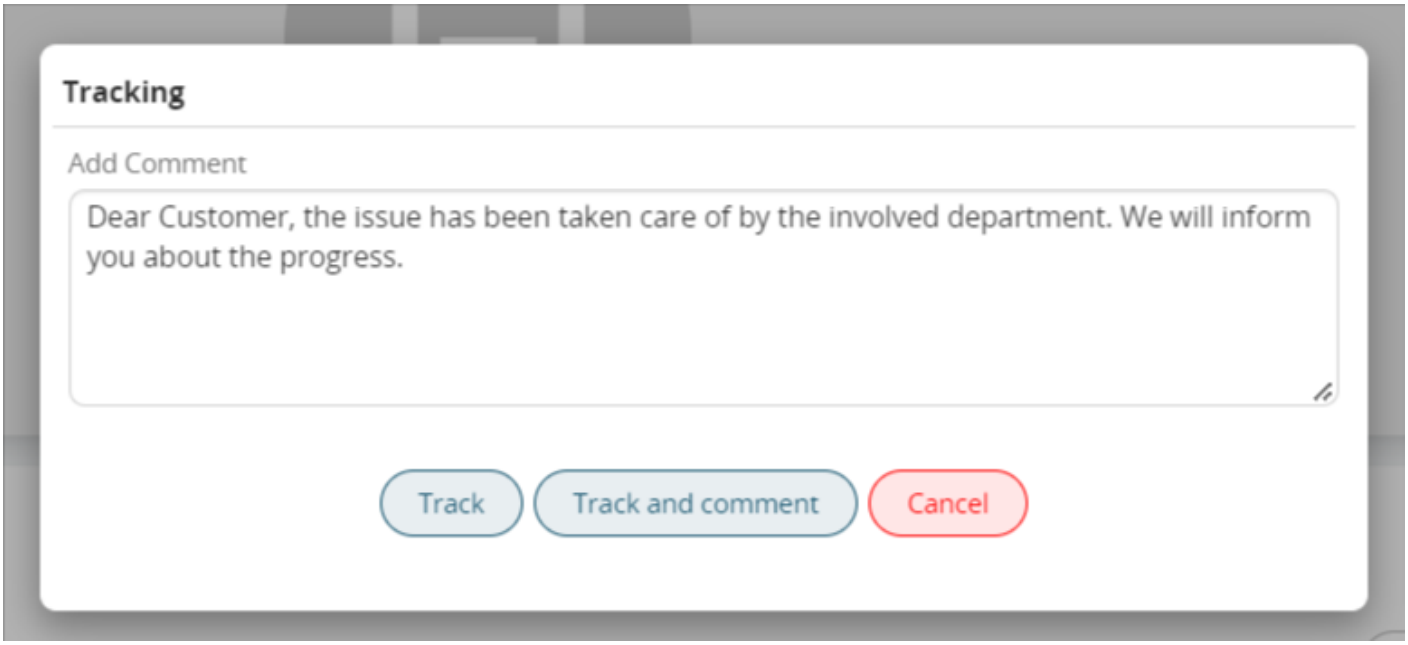
10.4 Activity tracking

Tracking is useful for always storing and monitoring the time invested on your customers for any kind of activity. The tool is present in the Company, Contact, Ticket sheet and in email (Messages module), in the form of the Play, Pause and Stop buttons.



As soon as you start tracking, the system counts the time that elapses until it stops. It is also possible to pause the tracking so as not to count any suspensions.
At the end, the creation of a calendar event (Track) or a linked event plus associated Ticket (Track and Ticket) is proposed. Activities created in this mode take on the Track type and can then be reported.



The extension of time in the event made with the activity tracking may differ from the time actually spent in recording due to an rounding effect applied to the time recorded. Below list of all cases subject to this phenomenon:

- activity from 0 to 4 minutes will be rounded to 4 minutes;
- activity of 5 minutes are not rounded;
- activity from 6 to 10 minutes will be rounded to 10 minutes.

Please note: the tracking tool can only be activated for one entity at a time.

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