

# 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.

**Creating Timecard**

**Timecard Information**

Date: 25-02-2022

Units: 1

Time (hh:mm): 00:05

type: Comment

Assigned To: User: qnecklqelozjhxwng@pptrvv.com (Capitan America)

Ticket: Software Issue

Product Name: Search...

New Timecard: ☐

**Description Information**

Description:

Font: Size: B I U S A- A+ [Rich Text Editor Icons]

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

Revision #1

Created 2 September 2024 07:59:04 by Admin

Updated 2 September 2024 07:59:04 by Admin