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## Keeping track of time

Help - 5.2.1

**pmalaison** February 2011

Posts: 8

Hi,

I have been trying to figure this out but I am not getting anywhere with TimeControl.

Is there a way to automatically keep track of time when working on different tasks. I mainly want to be able to do this for trouble tickets.

What I am trying to get is this

- When a ticket is open (new or Edit) start a timer and the start time
- When the issue is saved (status changed) get the stop time and calculate the current elapse time plus existing elapse time (in case the ticket was in edit mode)
- Display this in a pop up window and allow user to change the values for start and/ or end time and recalculate the elapse time based on this.

To me, this is something that is top priority for a help desk ticketing system if you want to be able to bill your customers. I am pretty sure that someone has already come up with an add-on that would do that.

Thanks in advance

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**joebordes** February 2011 Edit

Posts: 6,974

afaik there is nothing similar to what you are asking for, but there are a lot of people doing a lot of changes and they are all not easily visible.

we could program this for you but i (as creator of the timecontrol module) would like to pursue the timecontrol option a little.

the idea behind timecontrol is that you or anybody else working on the tt registers the time and material used when he uses it with a description of what has been done. for example, we have a tt for a client who has called in because his

computer doesn't start.

- tech calls to do initial diagnosis: creates a tc indicating that he spent 8 minutes to find out the computer can't find harddisk and setup a visit to client
- tech starts a new timecontrol with no end time, the stopwatch starts and the tech goes to the client
- tech stops tc on arrival so trip time is controlled
- tech starts new tc with no end time, so again stopwatch starts
- tech works on the computer and has to change the harddisk
- when he finishes he edits the tc, indicates the work he did, sets the end time and selects the service. elapsed time is automatically calculated
- he creates a new tc selecting harddisk product used
- etc

this example could be done for a lawyer, having meetings with his client and using certain materials or paperwork in his name and many other situations.

so in the end we have a complete set of all the time and material used to solve the tt. you can report on this total time and even convert it directly into an invoice with the timecontrol invoicing extension.

we could even easily create a new readonly field on the tt that summed all time used in the associated tc to have a total time field on the tt for easier reporting.

does that make the use of the tc module a little more clear?

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**pmalaison** February 2011

Posts: 8

it does some. i'll have to try when i get back to work next week.

however, what i would really like is for tt and tc to interact together. for example, if we could somehow trigger at tc's timer when a tt is open or add to an existing one in case of an edit. then when the ticket's is closed or status is changes/saved open a pop up to adjust the tc time worked on that issue that would be great.

basically what i am evaluating is the possibility of replacing gold mine and the help desk system we are using now (i can't remember what it is now). this is what i see as the biggest lost of functionality so far.

thanks

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**tigron** March 2011

Posts: 102

i'm looking for the same concept. the main thing i would like to be able to do is to have the tc related to the trouble ticket and possibly have all tc's related show in the hours worked area.

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**joebordes** March 2011 Edit

Posts: 6,974

we can get that done for a fee. contact me if you are interested.

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**robbudge** September 2011

Posts: 71

is there any update as to when this can be associated to the project module inside 5.2.1?????  
for us that would be golden ???

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**joebordes** September 2011 Edit

Posts: 6,974

that is rather easy using vtplib. i have the code for that somewhere, just never got around to uploading it.  
it will be available in the 5.3 upgrade

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**robbudge** September 2011

Posts: 71

nice to hear you are getting ready for 5.3  
so many projects / modules are getting left behind.

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**Jambo** February 2012

Posts: 29

hi joe,

i get this warning. can you help me to solve this? :d thanxs in advance jambo

warning: missing argument 1 for datetimefield::\_\_construct(), called in c:\xampp\htdocs\vtiger\modules\timecontrol\save.php on line 21 and defined in c:\xampp\htdocs\vtiger\include\fields\datetimefield.php on line 22

warning: cannot modify header information - headers already sent by (output started at c:\xampp\htdocs\vtiger\include\fields\datetimefield.php:22) in c:\xampp\htdocs\vtiger\modules\timecontrol\save.php on line 67

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**joebordes** February 2012 Edit

Posts: 6,974

try these two changes and let me know how it goes:

```
index&#58; modules/timecontrol/save&#46;php
=====
--- modules/timecontrol/save&#46;php      (revisión&#58; 4654)
+++ modules/timecontrol/save&#46;php      (revisión&#58; 4657)
@@ -18,7 +18,7 @@
     foreach($focus-&gt;column_fields as $fieldname =&gt; $val) {
         $focus-&gt;column_fields&#91;$fieldname&#93; = decode_html($focus-&gt;column_fields&#91;$
     }
- $date = new datetimefield();
+ $date = new datetimefield(null);
    $focus-&gt;column_fields&#91;'date_end'&#93; = $date-&gt;getDisplaydate($current_user);
    $focus-&gt;column_fields&#91;'time_end'&#93; = $date-&gt;getDisplaytime($current_user);
    $focus-&gt;column_fields&#91;'description'&#93; = decode_html($focus-&gt;column_fields&#91;'de
index&#58; modules/timecontrol/editview&#46;php
=====
--- modules/timecontrol/editview&#46;php    (revisión&#58; 4654)
+++ modules/timecontrol/editview&#46;php    (revisión&#58; 4657)
```

```
@@ -44,7 +44,8 @@
    $focus-&gt;column_fields['tcunits'] = 1;
}
if(empty($_request['record'] && $focus-&gt;mode != 'edit'){
- $focus-&gt;column_fields['time_start'] = date('h:i');
+ $vtnow=new datetimetypefield(null);
+ $focus-&gt;column_fields['time_start'] = $vtnow-&gt;getdisplaytime();
    $focus-&gt;column_fields['tcunits'] = 1;
    setobjectvaluesfromrequest($focus);
}
```

**Jambo** February 2012

Posts: 29

hi joe,

what a nice way to start this day. it's working great. :d :d :d


very happy with this. this makes working with vtiger more sense for me.

thank you very much.


jambo

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