



# HelpBasePro – Feature Brief

## Time & Materials Billing Feature - The Quick & effective way to track costs

Capture

Keep track of all time and materials spent on a ticket throughout the lifetime of a ticket.

**TicketValue**

Time spent:  
165 minutes

Time value:  
137.50

Materials value:  
445.00

**Total value:  
582.50**

The screenshot shows the 'Time & Materials' report for ticket 1717202005 2049. The report includes a table of time and materials entries:

Date	Operator/Queue	Narrative	Chargeable Time	Chargeable Rate
15/12/2005 19:48	Demo operator	extra hour resolving	1 Hours	50.00 / Hour
15/12/2005 19:51	Demo operator	New Printer	0 Days	50.00 / Hour
17/12/2005 20:45	Demo operator	some time on analysis	15 Minutes	50.00 / Hour
17/12/2005 20:48	Demo operator	more time on further analysis	20 Minutes	50.00 / Hour
17/12/2005 20:49	Demo operator	detailed analysis	80 Minutes	50.00 / Hour
17/12/2005 23:29	Demo operator	More cartridges	0 Minutes	50.00 / Hour

Summary statistics shown in the bottom right of the report:

- Total Time Spent: 165.00 Minutes
- Average Time Spent: 165.00 Minutes
- Total Time Value: 137.50
- Average Time Value: 137.50
- Total Materials Value: 445.00
- Average Materials Value: 445.00
- Grand Total Value: 582.50
- Average Ticket Value: 582.50

[www.helpbasepro.com](http://www.helpbasepro.com)  
by  
Challenge Technology Ltd

- \* Technicians can make a log entries of all time spent on a ticket
- \* Technicians can make a log entries of all materials spent on a ticket

### Set Pre-defined Chargeout Rates

Personalise

- \* Administrators can set a global pre-defined chargeout rate
- \* Administrators can personalise rates per client company and even per client contact!

### Get Real-time HelpDesk Cost/Chargeout Analysis Reporting

Reporting

The screenshot shows a 'Time & Materials Report By Client' for Client 'Challenge Client'. The report includes a table of time and materials entries:

Date	Charged by	Description	Time	Materials
17-Dec-2005 20:46	Demo operator	detailed analysis	165.00 Minutes	
16-Dec-2005 19:48	Demo operator	extra hour resolving	1.00 Hours	
16-Dec-2005 19:51	Demo operator	New Printer	0.00 Days	145.00 Desktop Inkjet Printer
17-Dec-2005 20:29	Demo operator	More cartridges	0.00 Minutes	300.00 Desktop Inkjet Printer
17-Dec-2005 20:45	Demo operator	some time on analysis	15.00 Minutes	
17-Dec-2005 20:48	Demo operator	more time on further	20.00 Minutes	
			165.00 Minutes	445.00

Summary statistics shown in the bottom right of the report:

- Total Time Spent: 165.00 Minutes
- Average Time Spent: 165.00 Minutes
- Total Time Value: 137.50
- Average Time Value: 137.50
- Total Materials Value: 445.00
- Average Materials Value: 445.00
- Grand Total Value: 582.50
- Average Ticket Value: 582.50

HelpBasePro - HelpDesk & KnowledgeBase solutions for Professionals.

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## Screenshot Close-up:

Technicians can record time and materials spent on a ticket using the "Time & Materials" tab while in a ticket.

The screenshot displays the HelpBasePro Enterprise Edition interface. The main window shows the 'Time & Materials' tab for a ticket. The 'Time Tracking' table lists the following data:

Date	Operator/Queue	Narrative	Chargeable Time	Chargeable Rate
15/12/2005 19:48	Demo operator	extra hour resolving	1 Hours	50.00 / Hour
15/12/2005 19:51	Demo operator	New Printer	0 Days	50.00 / Hour
17/12/2005 20:45	Demo operator	some time on analysis	15 Minutes	50.00 / Hour
17/12/2005 20:48	Demo operator	more time on further analysis	30 Minutes	50.00 / Hour
17/12/2005 20:49	Demo operator	detailed analysis	60 Minutes	50.00 / Hour
17/12/2005 23:29	Demo operator	More cartridges	0 Minutes	50.00 / Hour

Below the table is the 'Add Time & Materials' form with the following fields:

- Date: 18 / Dec / 2005 20 : 54
- Name: Demo operator
- Narrative: (empty text box)
- Time Used: Time 0 Minutes @ 50.00 / Hour
- Materials Used: Asset 0 (empty text box), Charge (empty text box)

The 'TicketValue' summary panel on the right shows:

- Time spent: 165 minutes
- Time value: 137.50
- Materials value: 445.00
- Total value: 582.50

The bottom status bar shows: demo | All Open:4 | All Closed:1 | All Hold:0 | My Open:2 | My Hold:0 | My Closed:1

## Screenshot Close-up:

Time & Materials reports give a clear view of chargeable value.

**HelpBasePro Enterprise Edition**

File View Maintenance Knowledge Base Reports Help

Type a ticket number to find [ ] All Kb Articles Search All Kb Articles [ ]

My Tickets [Open] Ticket [2] Time & Materials Report Time & Materials Report - Results

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**CHALLENGE TECHNOLOGY**

**HelpBasePro**

**Time & Materials Report By Client** Report Date : 18-Dec-2005

For Client = Charlie Client From Ticket Number 2 to 2

Ticket No. :- 2	Requestor :- Charlie Client	Logged By :- Demo operator	Due Date :- 29-Oct-2005 14:38
Time Value 137.50	Date Opened :- 29-Oct-2005 14:39	Follow Up Date :- 29-Oct-2005 14:38	Category :- Software
Materials Value 445.00	Priority :- Medium	Status :- Open	
Total 582.50	Origin :- Phone	Asset :-	

Title:- Software installer

**Time & Materials**

Date	Charged by	Description	Time	Materials
17-Dec-2005 20:49	Demo operator	detailed analysis	60.00 Minutes @ 50.00 / Hour	
15-Dec-2005 19:48	Demo operator	extra hour resolving	1.00 Hours @ 50.00 / Hour	
15-Dec-2005 19:51	Demo operator	New Printer	0.00 Days @ 50.00 / Hour	145.00 Desktop Inkjet Printer
17-Dec-2005 23:29	Demo operator	More cartridges	0.00 Minutes @ 50.00 / Hour	300.00 Desktop Inkjet Printer
17-Dec-2005 20:45	Demo operator	some time on analysis	15.00 Minutes @ 50.00 / Hour	
17-Dec-2005 20:48	Demo operator	more time on further	30.00 Minutes @ 50.00 / Hour	
			<b>165.00 Minutes</b>	<b>445.00</b>

<b>Total Time Spent</b>	<b>165.00 Minutes</b>	<b>Average Time Spent</b>	<b>165.00 Minutes</b>
<b>Total Time Value</b>	<b>137.50</b>	<b>Average Time Value</b>	<b>137.50</b>
<b>Total Materials Value</b>	<b>445.00</b>	<b>Average Materials Value</b>	<b>445.00</b>
<b>Grand Total Value</b>	<b>582.50</b>	<b>Average Ticket Value</b>	<b>582.50</b>

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demo All Open:4 All Closed:1 All Hold:0 My Open:2 My Hold:0 My Closed:1