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Zendesk plugin

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We've created a special Zendesk app that helps **track time** on your tickets directly from Zendesk. To work properly **integration with Zendesk** must be enabled on your TimeCamp account first.

Once the TimeCamp plugin is added all users connected to Zendesk account will be able to track time within Zendesk.

Add Zendesk plugin

To add the app to your account, go to the [Zendesk marketplace](#) and **search for TimeCamp**. Open the TimeCamp time tracking extension and click on the **Install app** button.

Apps

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Time Tracker by TimeCamp

Track time spent on tickets directly in Zendesk.


★★★★ Free to install



User Assignment Manager

Auto assign tickets to current users when the open a ticket

★★★★★ \$1.66 per agent, per month



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Merge tickets efficiently with a streamlined merging experience in Zendesk

★★★★★ Free 14-day trial

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Time Tracker by TimeCamp

Track time spent on tickets directly in Zendesk.

★★★★★ (24) Be the first to write a review

Install

3

Additional fees may apply ⓘ

Description


How to install

App details


WORKS WITH
Support

INSTALLS

Marketplace > Apps > Time Tracker by TimeCamp



Time Tracker by TimeCamp

Works with: 

Select account to install this app:

timecamp8300.zendesk.com

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Additional fees may apply ⓘ

What's TimeCamp?

TimeCamp is an easy-to-use app that handles the time tracking for tasks and projects during the

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TimeCamp

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Apps and integrations

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Integrations
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APIs
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Connections



Time Tracker by TimeCamp

Track time spent on tickets directly in Zendesk.

App details

Version: 2.2.2
Framework Version: 2.0
Email: dev@timecamp.com
Location: Ticket

INSTALLATION

Title*
Time Tracker by TimeCamp

☐ Enable role restrictions?
Select the roles that should have access to this app:

☐ Enable group restrictions?
Select which groups should have access to this app:

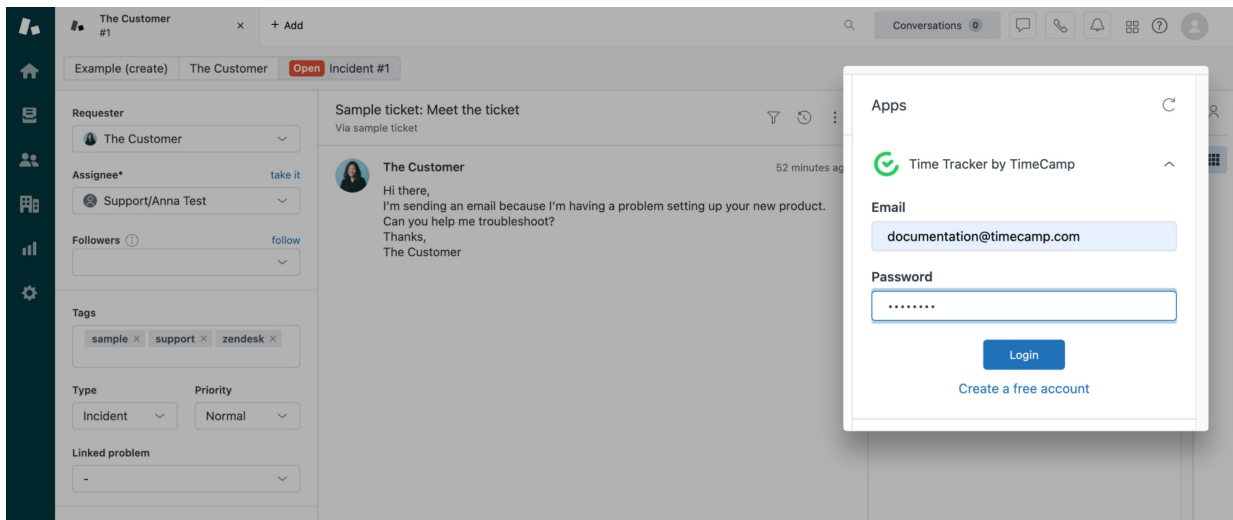
By installing this app you hereby agree to the [Zendesk Marketplace Terms of Use](#).

Install

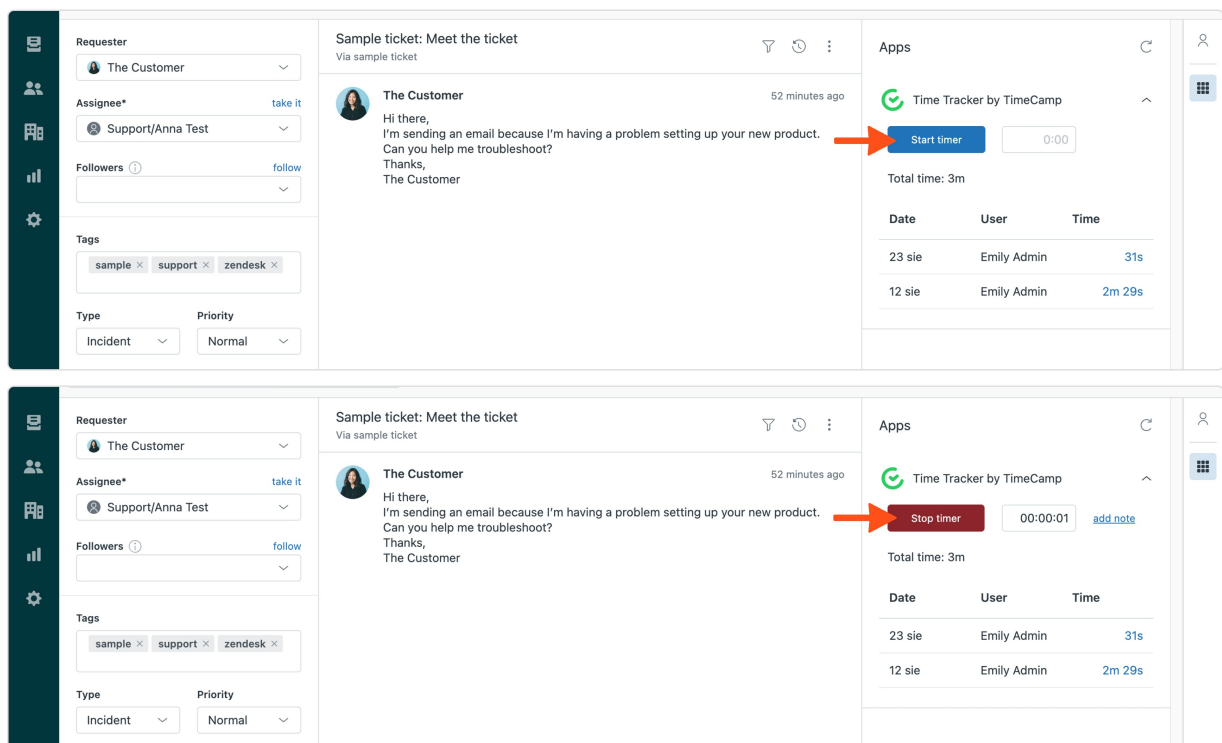
6

Track time with Zendesk plugin

After the installation is done, the TimeCamp app widget will appear on the right side of your screen when you navigate to your tickets. The first thing you'd need to do is **log in using your TimeCamp credentials**.



Next just open the ticket and click on the **Start timer** button to start tracking. When you finished tracking just click on the red **Stop timer** button.



You can also put the number of hours in decimal format to add time manually and then click **Add Time** button.

The screenshot shows the Zendesk interface with a ticket titled "Sample ticket: Meet the ticket". The ticket details include the requester "The Customer", assignee "Support/Anna Test", and tags "sample", "support", and "zendesk". The ticket is categorized as an "Incident" with a "Normal" priority. The Time Tracker plugin is visible on the right, showing a total time of 4m 19s. A red circle labeled "1" points to the "add note" button, and a red circle labeled "2" points to the "Add new entry" button. The time input field shows "2.5".

Date	User	Time
07 mar	Emily Admin	1m 19s
23 sie	Emily Admin	31s

The plugin will be automatically synchronized with your web Timesheet.

Optionally you can add a note to your tracked time. After starting a timer click on the **add note** button, then input a note and click on the **Save note** button.

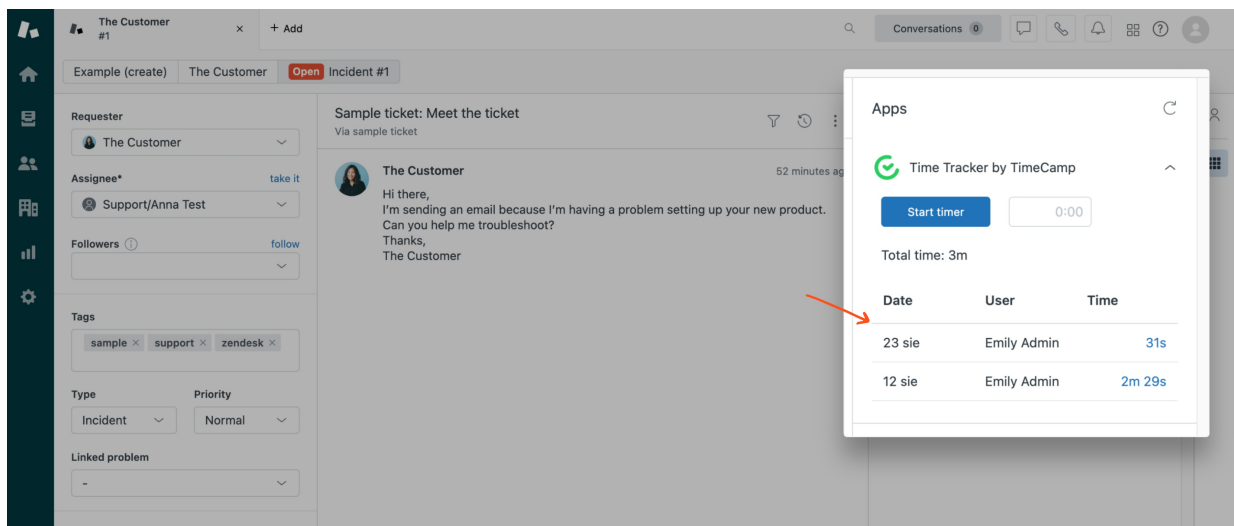
This screenshot shows the Time Tracker plugin with a total time of 3m. The "add note" button is highlighted with a red arrow. The time input field shows "00:00:01".

Date	User	Time
23 sie	Emily Admin	31s
12 sie	Emily Admin	2m 29s

This screenshot shows the Time Tracker plugin with a total time of 2h 34m. A note "Test" has been added to the tracked time, and the "Save note" button is highlighted with a red arrow. The time input field shows "00:00:30".

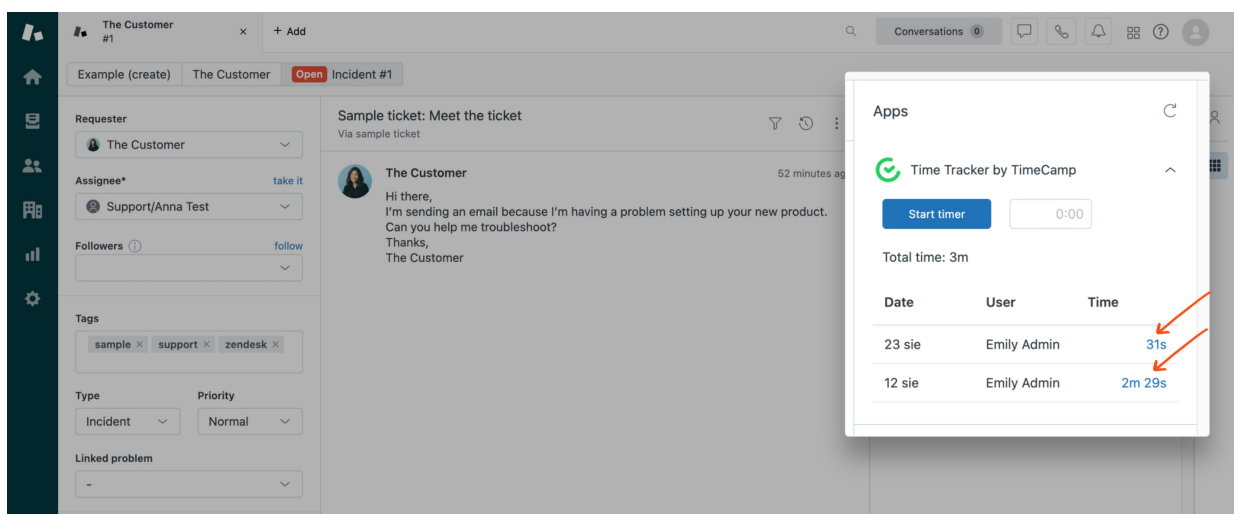
Date	User	Time
------	------	------

The history of tracked time will be also visible in the plugin view.



Modify tracked time

If you'd like to edit your tracked time please open the ticket, in which you would like to modify your time. Next, in the **History** section find the time entry you would like to modify or delete and **click on its duration**. You'll be redirected to your web Timesheet where you can edit time entries.



Uninstall Zendesk plugin

To remove the plugin navigate to the Admin Center in Zendesk and open the **Currently installed apps** tab. Click on the **Settings** icon under the TimeCamp app and select the **Uninstall** option.

