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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. 4.5 stars Free to install | User Assignment Manager Auto assign tickets to current users when the open a ticket 5 stars \$166 per agent, per month | Ticket Merge Merge tickets efficiently with a streamlined merging experience in Zendesk 4.5 stars Free 14-day trial |
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Marketplace > Apps > Time Tracker by TimeCamp



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

★★



Time Tracker by TimeCamp

Works with: Zendesk Support

Select account to install this app:

timecamp8300.zendesk.com

Install

4

5

Install

Additional fees may apply ⓘ

Description

How to install

What's TimeCamp?

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

AUTHOR

TimeCamp

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:

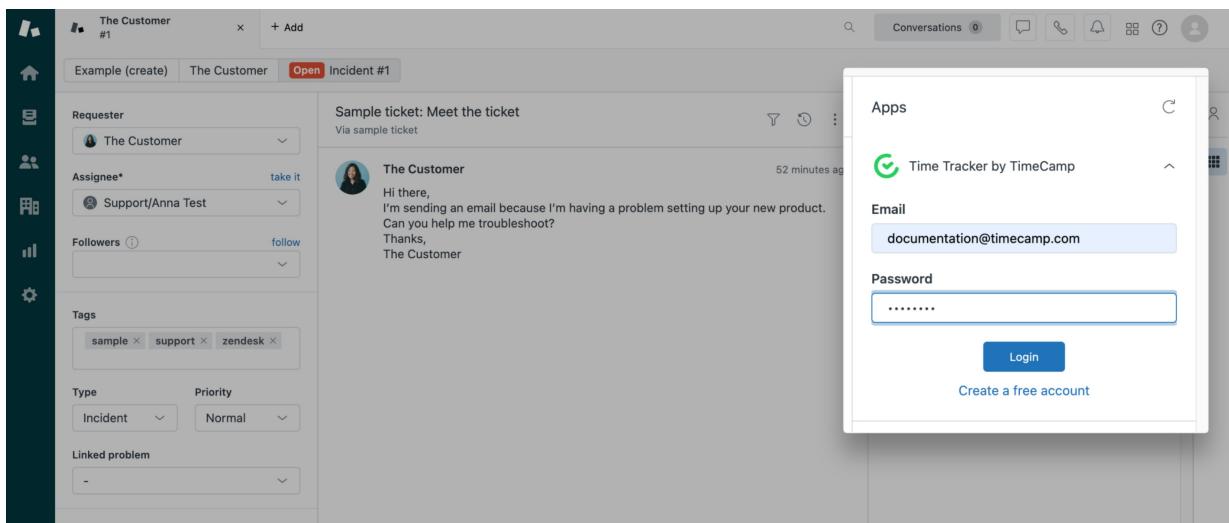
By installing this app you hereby agree to the [Zendesk Marketplace Terms of Use](#).

Install

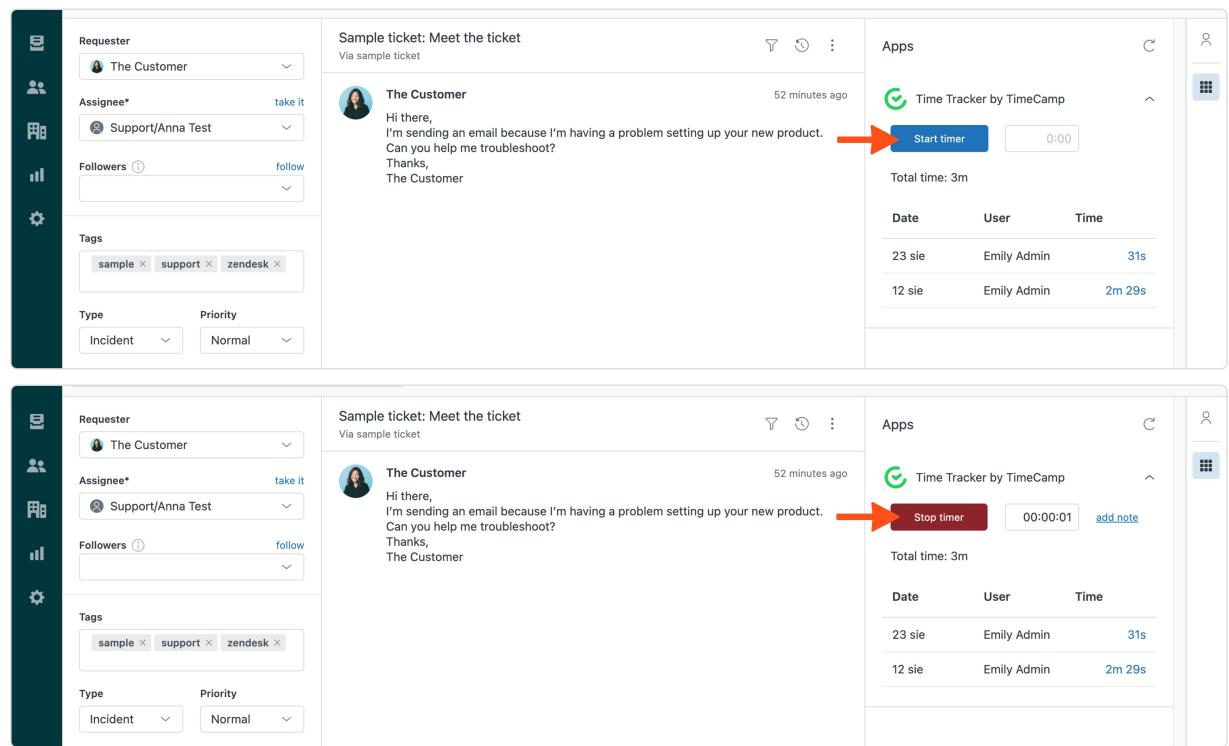
6

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.

Requester: The Customer
Assignee: Support/Anna Test
Followers: The Customer
Tags: sample, support, zendesk
Type: Incident, Priority: Normal

Sample ticket: Meet the ticket
Via sample ticket

The Customer
Hi there,
I'm sending an email because I'm having a problem setting up your new product.
Can you help me troubleshoot?
Thanks,
The Customer

54 minutes ago

Apps: Time Tracker by TimeCamp

2.5 add note

Add new entry

Total time: 4m 19s

| 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.

Requester: The Customer
Assignee: Support/Anna Test
Followers: The Customer
Tags: sample, support, zendesk
Type: Incident, Priority: Normal

Sample ticket: Meet the ticket
Via sample ticket

The Customer
Hi there,
I'm sending an email because I'm having a problem setting up your new product.
Can you help me troubleshoot?
Thanks,
The Customer

52 minutes ago

Apps: Time Tracker by TimeCamp

Stop timer 00:00:01 add note

Total time: 3m

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

Requester: The Customer
Assignee: Support/Anna Test
Followers: The Customer
Tags: sample, support, zendesk
Type: Incident, Priority: Normal

Sample ticket: Meet the ticket
Via sample ticket

The Customer
Hi there,
I'm sending an email because I'm having a problem setting up your new product.
Can you help me troubleshoot?
Thanks,
The Customer

54 minutes ago

Apps: Time Tracker by TimeCamp

Stop timer 00:00:30

Test

Save note

Total time: 2h 34m

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

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

The screenshot shows a Zendesk ticket interface for 'The Customer' ticket #1. The ticket details include Requester: The Customer, Assignee: Support/Anna Test, and Followers: Support/Anna Test. The ticket subject is 'Sample ticket: Meet the ticket' and the body contains a sample message from 'The Customer' asking for help with a new product setup. A red arrow points from the ticket body to a modal window titled 'Time Tracker by TimeCamp' which displays a history of tracked time entries:

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

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.

The screenshot shows the same Zendesk ticket interface for 'The Customer' ticket #1. The ticket details and message are identical to the previous screenshot. A red arrow points from the ticket body to the same 'Time Tracker by TimeCamp' modal window. The last entry in the history table has its duration changed from '2m 29s' to '31s'.

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

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.

