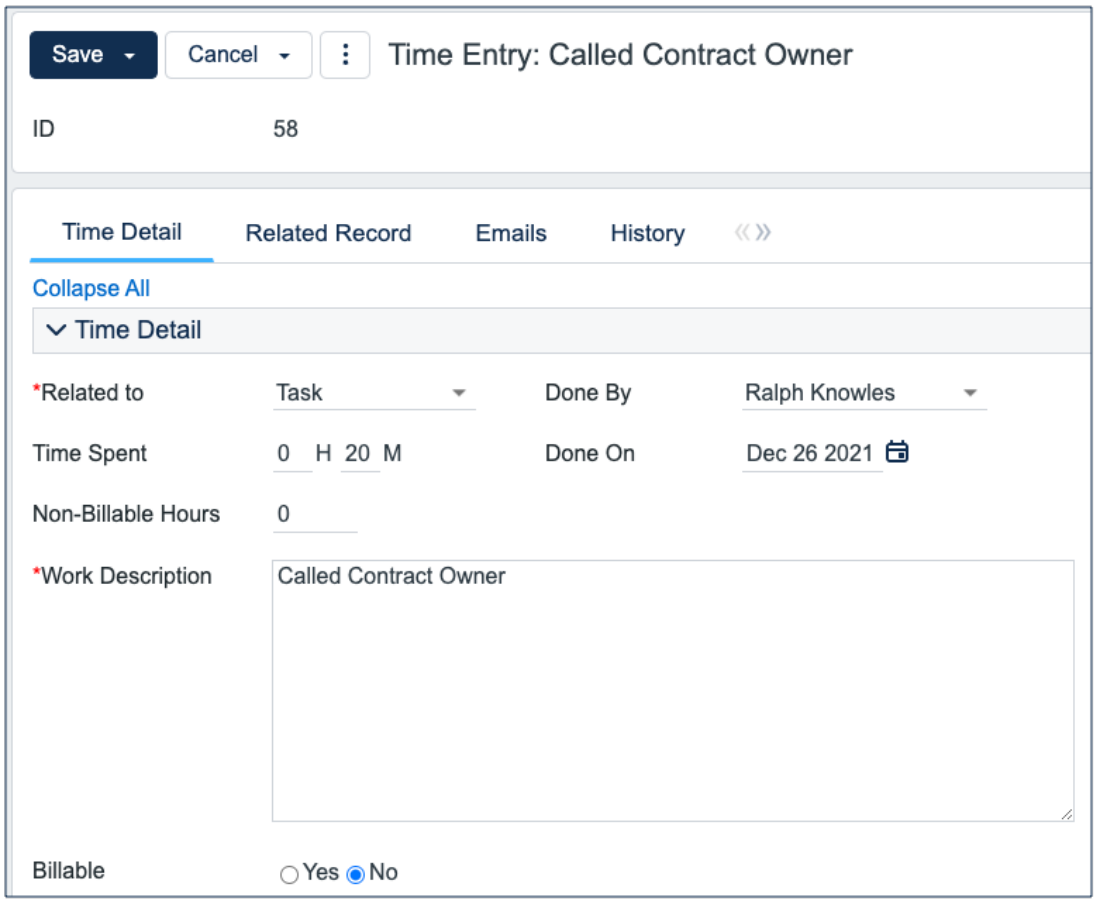
Time Entries Table

This table tracks Time Entry records created by power users. Since users can create Time Entry records from many other tables, Time Entry records can be related to all kinds of records. By default, a time entry can be related to the Support Case, Service Request, Change Request, Project, Incident, Problem, Task, Matter, and Legal Request tables, but it can be integrated into any table where tracking employee time can be useful.



Use Case

Time Entry records are used to track employee labor for reporting, usually for billing or accounting purposes.

Time Entries can be created:

- Directly in the Time Entry table.
- From linked fields in other tables with rule automation to automatically convert the entries into a separate Time Entry record. The automatic conversion from simple fields is available from the Support Case, Service Request, Project, Task, Change Request, Matter, and Legal Request tables.

It's recommended to create Time Entry records from another table, as default values for selected fields can be included in the record conversion mapping. This ensures greater accuracy and uniformity of data. If the Related To field of a Time Entry record is left blank, a rule updates the field upon saving with the first non-empty field from the following list: Change Request ID, Service Request ID, Project ID, Support Case ID, Task ID, Legal Request ID, or Matter ID. If all of the fields are blank, indicating that there is no related table, the Related To field is set to the value in the Employee Time field.

Admins and members of the Marketing, Project Manager, Legal, and Sales groups can view and edit their own time entries. Marketing, Project Manager, Support Manager, Support Staff, Legal, and Sales groups may view, but not edit, all time entry records. No other groups have access to the table by default.

Ownership

Time Entry records are owned by the user who creates the record. Specifically, they are owned by the user whose Name matches the Done By field.

Reports

There are several reports on the table. The 'My Time in past year' report shows all hours entered in the past 12 months, while 'My Time this Month by table' shows all time entries for the current month.

Edit	View	Title	Filter	Published	Date Updated	Output Format	Type of Report
		Last month's Invoicing summary	C: Done last month	No	Nov 26 2018 15:49	Graphical chart, HTML	Standard
		My Time in past Year	My Time Last 12 Months	Yes		Graphical chart, HTML, Excel	Standard
		My Time this Month by Table	C: Done in current month	No		Graphical chart, HTML, Excel	Standard
		Pie of all time by Type of Task		Yes	Nov 26 2018 16:35	Graphical chart, HTML	Standard
		Service Request Time by Service	Service Request Time	Yes	Nov 26 2018 15:50	Graphical chart, HTML	Standard
		Time Entries by employee		Yes	Nov 26 2018 15:50	Graphical chart, HTML	Standard
		Time Entries by Table		Yes	Nov 26 2018 15:50	Graphical chart, HTML	Standard
		Time Spent last calendar month by employee	C: Done last month	Yes	Nov 26 2018 15:51	Graphical chart, HTML	Standard
		Total Hours by assignee		Yes	Nov 26 2018 15:51	Graphical chart, HTML	Standard
		Total Hours by project		Yes	Nov 26 2018 15:51	Graphical chart, HTML	Standard
		Total Non-billable Hours by Assignee		Yes	Nov 26 2018 15:52	Graphical chart, HTML	Standard
		Uninvoiced Billable Hours over time	Non Invoiced Hours	Yes	Nov 27 2018 15:54	Graphical chart, HTML	Trend Analysis