

The CaseTimer Component



About the CaseTimer

Several customers have asked us for a way to track time spent of cases automatically. Whether that's something they want to capture for internal KPI calculations, to see if there are any training gaps or whether they want to bill external customers based on time spent, this need keeps cropping up again and again. There are several good and very robust App Exchange solutions out there for the more complex use cases; however for simpler requirements we present the "Case Timer App".

So what exactly does the CaseTimer do:

Simply put, it keeps track of time spent on a case. It starts tracking time automatically from the moment you give focus to a case (in other words start working on it) and stops automatically when the case loses focus (ie. You have moved to something else and are no longer working on the case). Please note that if you leave the console browser completely you have to stop / start it manually.

It maintains a log of every user who has touched the case and also the total time that has been spent by everyone on the case.

Users are also able to manually add time to a case (eg. Time spend in offline research, meetings etc. that should count towards the case).

Setting up the CaseTimer

Once you install the package in your org you will have to setup 2 things:

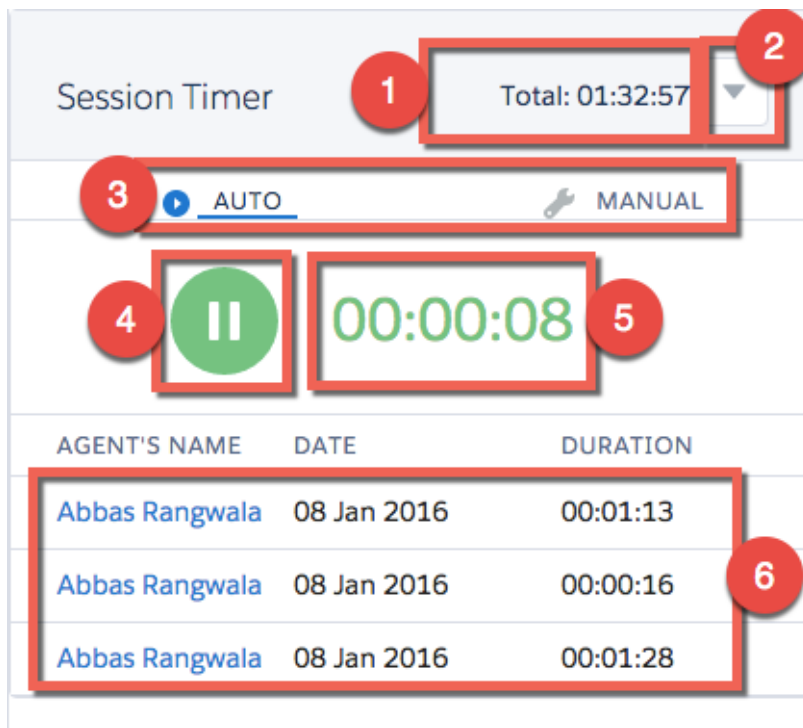
- a. The TabFocus component – this tells our timer when focus is received or lost:
 - a. This is a custom console footer component. To set this up go to **Setup>Create>Apps** and go to the console app you are adding this to. Hit **Edit** and go to the "Choose Console Components" section. Move the TabFocus component into the **Selected Items** box.
- b. The actual Case Timer
 - a. This works best as a sidebar component. Edit the page layout and go to **Custom Console Components**. As part of the sidebar components, Choose **VisualForce page**, select the page "CaseTimer" and give it a label. Save all changes and the layout.

You are good to go!

Using the CaseTimer:

Using this is fairly intuitive. When you open a case the CaseTimer will start counting the time automatically. If you wish to manually pause it for any reason hit the pause button (in which case you will need to manually restart the timer again). When you move to another case or even object in the console, it will automatically pause counting.

CaseTimer Layout



The CaseTimer is comprised of 6 sections:

1. Total time spent by all users on this case
2. Menu selector to add time manually
3. Selector to see auto or manually added time entries
4. Pause/Play button to stop/start the timer manually
5. Time spent in current session
6. Individual log entries of time spent by all users on this case

Credits

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Timer icon from https://www.iconfinder.com/icons/174586/timer_icon