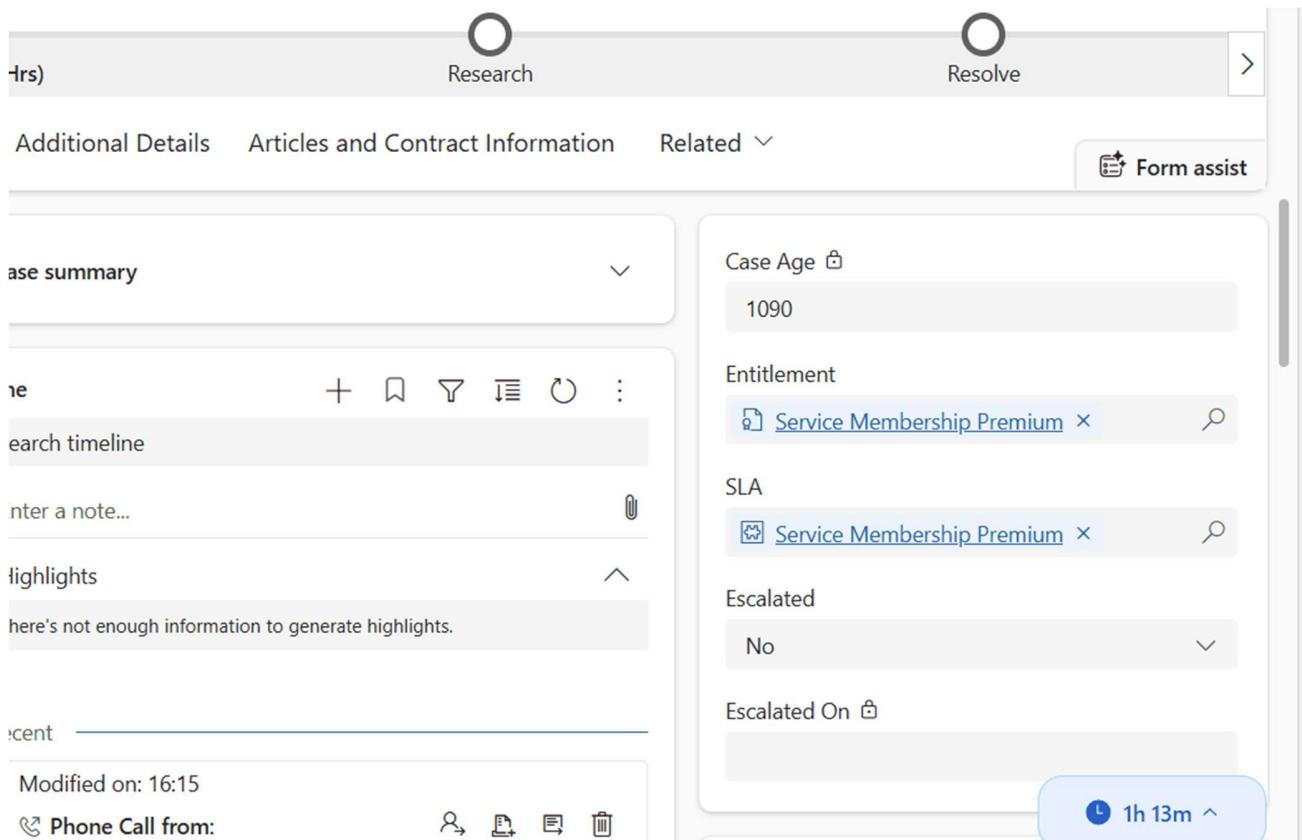


Time Trackers in Dynamics 365 CE

There is a Time Tracking feature in Dynamics 365 CE Customer Service that looks promising.



Time Tracking Widget

Time Tracking

Time Tracking widget tracks the time that every user works on a case. In the widget shows the users initials.

It is Tracking:

- Over all Automatic Time Tracking from everyone
- What is Manually Added as Time Logs
- What is added from Activities.

Total time
2h 17m

My Time

🕒 Refreshed at 17.10.27

PK NB

AUTOMATIC TIME TRACKING ⓘ

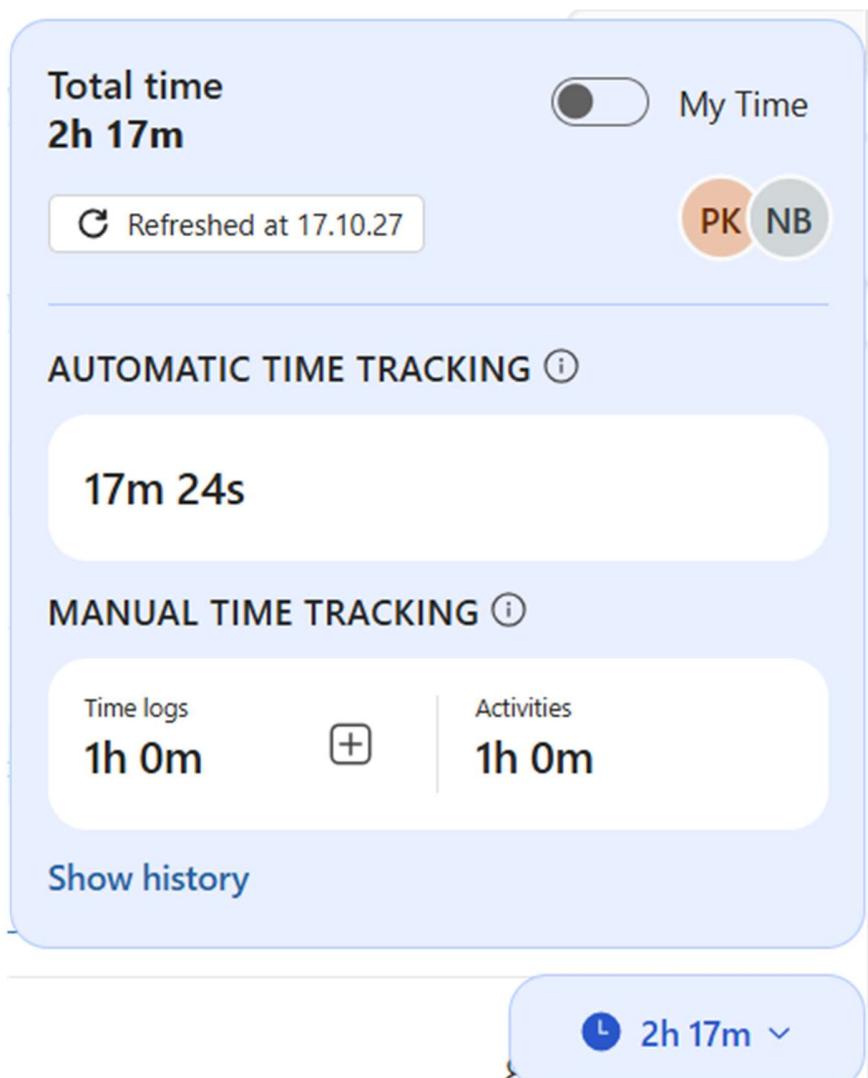
17m 24s

MANUAL TIME TRACKING ⓘ

Time logs	+	Activities
1h 0m		1h 0m

Show history

L 2h 17m ▾



When clicking on "My Time" it shows only the time tracking related to me

Total time
2h 17m



My Time

⟳ Refreshed at 17.11.24

PK

AUTOMATIC TIME TRACKING ⓘ

0h : 17m : 54s

LIVE

MANUAL TIME TRACKING ⓘ

Time logs

1h 0m



Activities

1h 0m

[Show history](#)

All History of Time Tracking and Logs

Total time
2h 18m

My Time

🕒 Refreshed at 17.15.01

PK

AUTOMATIC TIME TRACKING ⓘ

0h : 18m : 37s

LIVE

MANUAL TIME TRACKING ⓘ

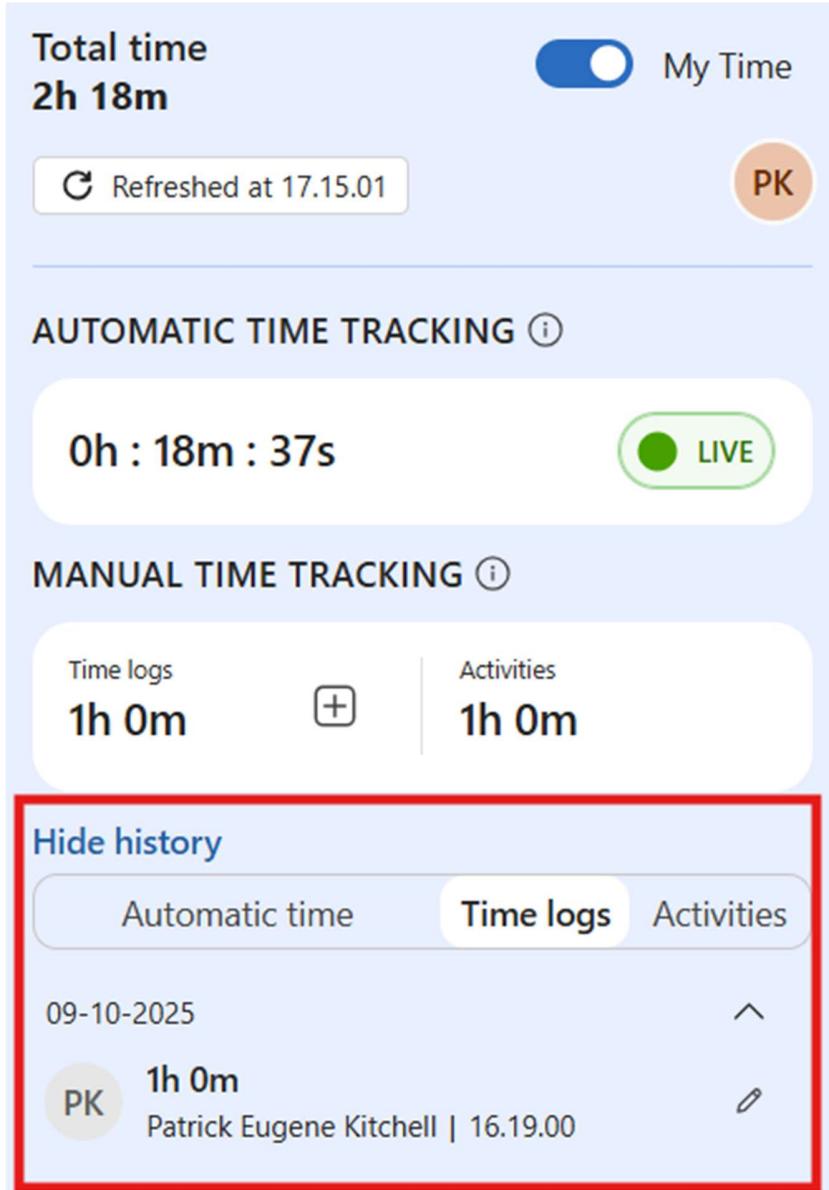
Time logs	+	Activities
1h 0m		1h 0m

Hide history

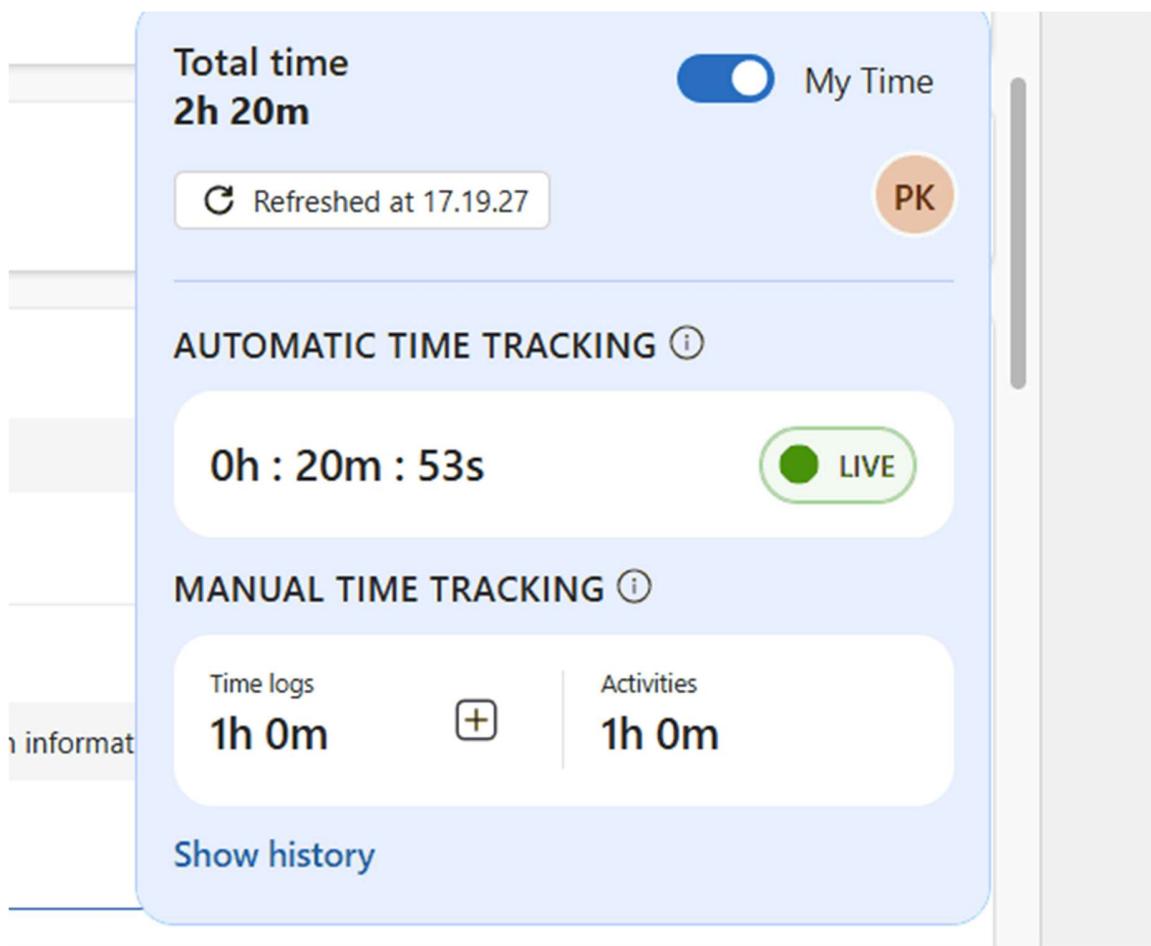
Automatic time **Time logs** Activities

09-10-2025

PK 1h 0m Patrick Eugene Kitchell | 16.19.00



Adding Time Manually allows users to add their own time logs. This can be turned off on the properties settings.



How to Enable Time tracking

The Time Tracking Component can be added to case forms and then it will show up has a widget hoovering over the from. To turn on Time Tracking just go to the Customer Service Admin Center >> Case Settings >> Case Handling Times

Dynamics 365 | Copilot Service admin center | Search

Case settings

Manage your case settings to improve the productivity and efficiency of customer service representatives.

Case Management Agent AI Copilot

Manage how AI can be used during case creation and for case update.

[Learn more](#)

Enhanced case experience

Activate a simplified case experience for the productivity of representatives.

[Learn more](#)

Case handling time

Track the total time a representative spends working on a case. Allows representatives to view the time automatically tracked by the system and manually add time logs.

[Learn more](#)

Subjects

Categorize cases to help you quickly provide service to your customer.

[Learn more](#)

Click in into this settings to enable and set an Update Interval(minutes) - lowest is 10 minutes

Save Save and close Refresh

Case settings

Case handling time

Track the total time a representative spends working on a case. Allows representatives to view the time automatically tracked by the system and manually add time logs. [Learn more](#)

Enable case handling time

① You must add case handling widget on the Case form in [Power Apps](#)

- You can choose to clean up your database by deleting multiple time tracker records for your resolved cases. You will still have access to Total time, Automatic time and manual time tracked for every case. ② Time tracker list
- Select the interval at which the tracked time should be updated to database and the handling time widget refreshes automatically to show the updated time to the representative. The default interval is 10 minutes but you can select any interval in the range of 10 mins to 60 mins.

Update interval (minutes)

10

This update interval is important as the documentation says:

The app updates the database with the tracked time at regular intervals based on your administrator's configuration. **If you refresh or close the browser in Copilot Service workspace or Customer Service Hub, the app records the time for the last completed interval but might not record the time from the ongoing interval.** For example, if the update interval is set to 15 min, and you close the browser after 20 min, the app logs only 15 min. It might not capture the remaining 5 min, because the database wasn't updated in that time.

This leads to the need to test how the time tracking works in both Customer Service Workspace and the Customer Service Hub as it behaves differently due to the way the Customer Service Workspace handles sessions. It is important to read the [Time Tracking Documentation](#) and test.

Once Enabled

Once Tracking is enabled than it needs to be added to the Case Forms that are being used in the different apps.

First add the Handling Time Component to the Form. The component is called "Handling Time".

Properties

In the properties chose the Time Tracking Table and there is only 1 view

: Power Apps | Form

- Back ⌛ ⌚ X Delete Form fi

Components

- Search
- > Media
- > Artificial Intelligence
- More components
 - Associated Grid Control
 - Attachment Control
 - CC_SimilarCases_GridControl_Name
 - CC_SLA_KPIActionButton_Name
 - Copilot case and custom record summary control
 - Device Readings Control
 - Due open activities control
 - Handling Time**
 - LinkedIn Lead Lookup Control
 - LinkedIn Sales Navigator Account (company profile)
 - Notes Control
 - OptionSet Wrapper
 - PolyLookup v1.7.0
 - Queue Item Control
 - Sales phone number control
 - Selection TreeView Control
 - SLA Timer
 - TreeView Control
 - Get more components

Add Handling Time

Subgrid

Table *

Select an option

View *

Select an option

Allow users to add time logs

Bind to table column

Static value

True

Show users only their contributed time

Bind to table column

Static value

False

Allow users to edit their automatic time tracked

Bind to table column

Static value

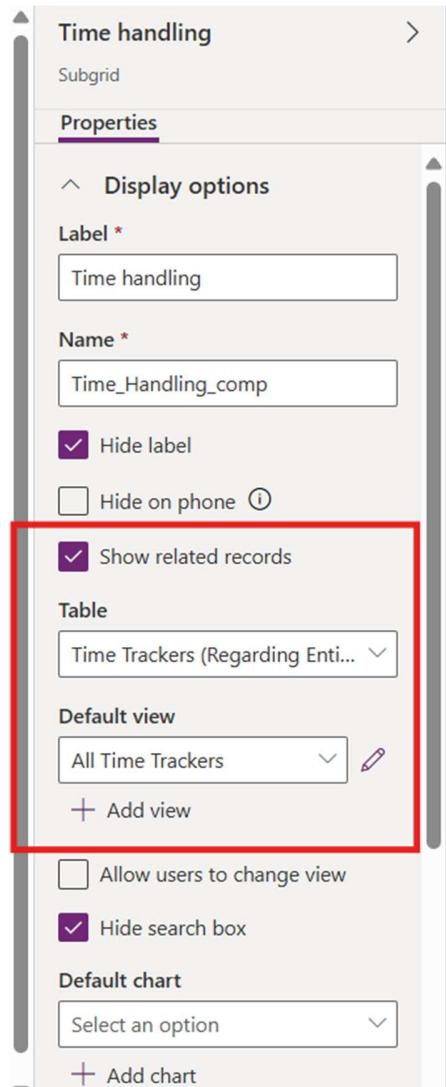
True

Make CHT widget visible to users

Done Cancel

After it is on the form open the component properties again and ensure it shows regarding Time Tracking records. Remember to hide the label as the component is only used to enable the widget. This needs to be done in both the **Customer Service Workspace** and the Customer Service hub on all Case Forms used.

The widget is the same regardless where it is placed and it CAN'T be edited.



Customer Service Workspace

The screenshot shows the Customer Service Workspace interface for a case titled "SLA TEST - PKI". The top navigation bar includes links for Home, Inbox, and the current case ("SLA TEST - PKI"). Below the navigation is a toolbar with Save, Save & Close, Save & Route, Refresh, New, Resolve Case, Cancel Case, and Share options. A status message indicates "AI-generated content may be incorrect".

The main area displays the "Summary" tab, which includes tabs for Summary, Contact, Account, Enhanced SLA Details, Additional Details, and Articles and Contract Information. The "Summary" tab is selected.

CASE DETAILS section:

- Case Title: SLA TEST - PKI
- ID: CAS-01011-R5T7T4
- Subject: Support BC
- Customer: TEST Kitchell Corp
- Origin: (empty)

Case summary section:

- Timeline**: Shows a search bar and an "Enter a note..." input field.
- Highlights**: A note stating "There's not enough information to generate highlights."
- Recent**: Shows a modification history entry: "Modified on: 16:15" by "PE".

Related section (partial view):

- Total time: 2h 31m (refreshed at 16:35:19)
- Automatic Time Tracking: 31m 5s
- Manual Time Tracking: 1h 0m
- Show history

CSW

Customer Service Hub

The screenshot shows a Microsoft Dynamics 365 interface for a 'Case' record titled 'SLA TEST - PKI'. The left sidebar contains navigation links for Home, Recent, Pinned, My Work, Dashboards, Activities, Customers, Accounts, Contacts, Social Profiles, Service, Cases, Time Trackers, Queues, SLAs, SLA Items, SLA KPIs, and a Service dropdown. The main content area is titled 'Summary' and shows a process flow with 'Phone to Case Process' (Active for 18 hours) and 'Identify (18 Hrs)'. The 'Case summary' card displays various details about the case, including Case Title, ID, Subject, Customer, Origin, Contact, and Case category. To the right, there is a 'Timeline' section with a search bar, a note input field, and a 'Highlights' section. Below that is an 'AUTOMATIC TIME TRACKING' section showing 15m 36s and a 'MANUAL TIME TRACKING' section showing 1h 0m. A total time of 2h 15m is also displayed. The bottom right corner shows a '2h 15m' button.

Where is the Data?

There is a time tracking elastic table in dataverse that can be added the navigation on the apps. It should noted that the Time tracking Form can not be edited and the table is locked. It is possible to add the attributes to the few and report on the data.

≡

Home

Recent

Pinned

My Work

Dashboards

Activities

Customers

Accounts

Contacts

Social Profiles

Service

Cases

Time Trackers

All Time Trackers

Focused view Show Chart New Delete Refresh Visualize this view

Edit columns Edit filters Quick

	Name	Category	Duration	Reason for Time ...	Reason ...	Regarding En...
<input type="checkbox"/>	Automatic Time Record fo...	Autom...				Test
<input type="checkbox"/>	Automatic Time Record fo...	Autom...	110			Test
<input type="checkbox"/>	Automatic Time Record fo...	Autom...	1.275			SLA TEST - PKI
<input type="checkbox"/>	Automatic Time Record fo...	Autom...	34			SLA TEST - PKI
<input type="checkbox"/>	Manual record for Patrick ...	Manual	3.600	I had to research fo...	Miscell...	SLA TEST - PKI
<input type="checkbox"/>	Manual record for Patrick ...	Manual	14.400	why not	Collab...	SLA TEST - PKI
<input type="checkbox"/>	Final_TotalTime	Final	6.419			
<input type="checkbox"/>	Final_TotalTime	Final	256			