

Time Trackers in Dynamics 365 CE

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

The screenshot displays the Dynamics 365 CE Customer Service interface. At the top, there are tabs for 'Research' and 'Resolve'. Below these are sections for 'Additional Details', 'Articles and Contract Information', and 'Related'. A 'Form assist' button is visible on the right. The main content area is divided into two columns. The left column contains a 'Case summary' section, a 'Search timeline' section, a 'Enter a note...' section, and a 'Highlights' section. The right column contains a 'Case Age' section, an 'Entitlement' section, an 'SLA' section, an 'Escalated' section, and an 'Escalated On' section. At the bottom right, a blue button shows a clock icon and the text '1h 13m ^'.

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
1h 0m

+

Activities
1h 0m

Show history

🕒 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


 Refreshed at 17.15.01

 PK


AUTOMATIC TIME TRACKING



0h : 18m : 37s


 LIVE

MANUAL TIME TRACKING



Time logs

1h 0m



Activities

1h 0m


Hide history

Automatic time

Time logs


Activities


09-10-2025

 PK

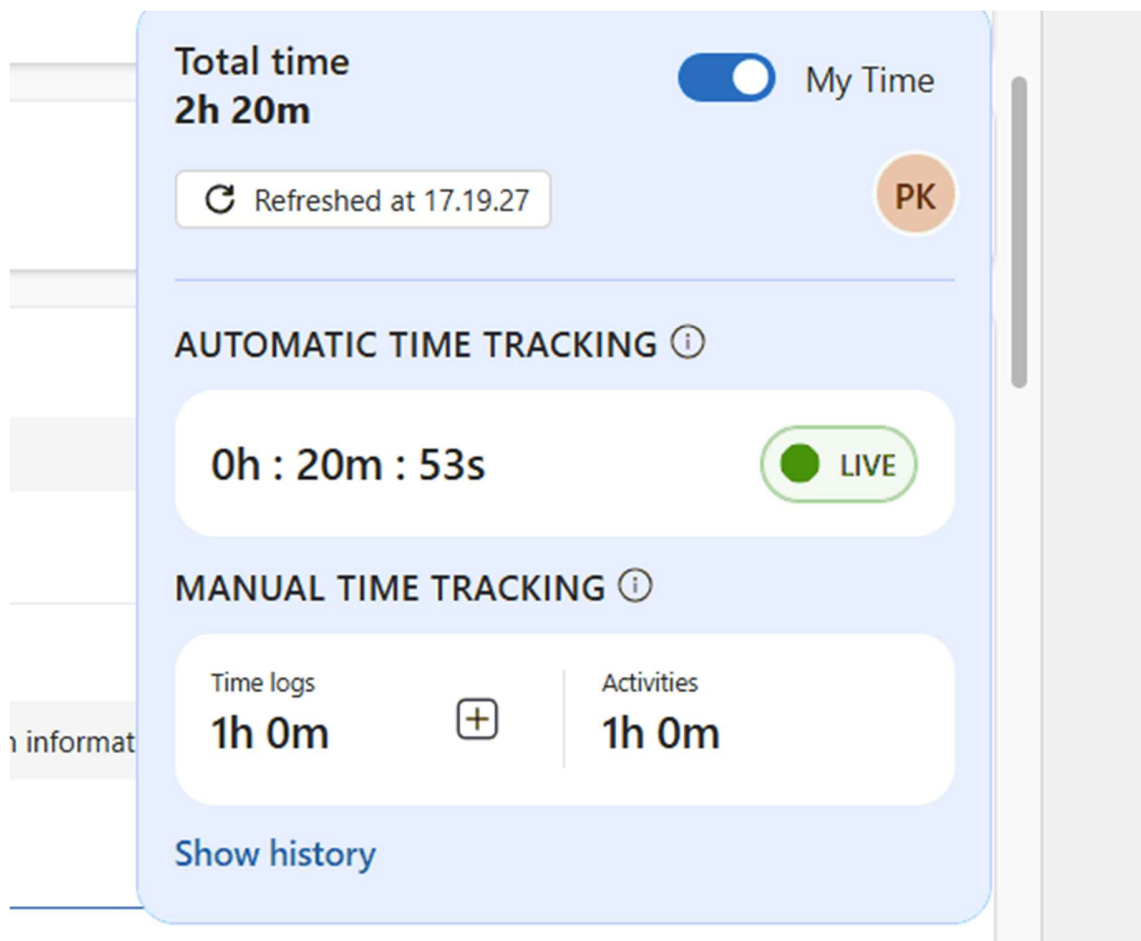
1h 0m

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 as a widget hovering over the form. To turn on Time Tracking just go to the Customer Service Admin Center >> Case Settings >> Case Handling Times



Get started

 [Home](#)

 Search admin sett...

 Guided channel s...

Customer support


 Overview

 User management

 Channels

 Intent

 Queues

 Routing Workstreams Case settings

 Customer settings

Case settings

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

Case Management Agent (AI Copilot)

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 representative 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

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. [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 then 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

Delete

Form f

Components

Search

Media

Artificial Intelligence

More components

Associated Grid Control

Attachment Control

CC_SimilarCases_GridControl_Name

CC_SLA_KPISActionButton_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.

Time handling >

Subgrid

Properties

^ **Display options**

Label *

Time handling

Name *

Time_Handling_comp

☒ Hide label

☐ Hide on phone ⓘ

☒ Show related records

Table

Time Trackers (Regarding Enti... ▾)

Default view

All Time Trackers ▾ ✎

+ Add view

☐ Allow users to change view

☒ Hide search box

Default chart

Select an option ▾

+ Add chart

Customer Service Workspace

Home

Inbox

SLA TEST - PKI

Save

Save & Close

Save & Route

Refresh

New

Resolve Case

Cancel Case

AI-generated content may be incorrect

Share

Summary

ST

SLA TEST - PKI - Saved

Normal

09-09-2025 22:07

Active

In Progress

Case · PKI TEST - Single App

Summary

Contact

Account

Enhanced SLA Details

Additional Details

Articles and Contract Information

CASE DETAILS

Case Title *
SLA TEST - PKI

ID
CAS-01011-R5T7T4

Subject
Support BC

Customer *
TEST Kitchell Corp

Origin

Case summary

Timeline

Search timeline

Enter a note...

Highlights

There's not enough information to generate highlights.

Recent

Modified on: 16:15

Total time
2h 31m

Refreshed at 16:35.19

AUTOMATIC TIME TRACKING

31m 5s

MANUAL TIME TRACKING

Time logs
1h 0m

Activities
1h 0m

Show history

2h 31m

CSW

Customer Service Hub

The screenshot shows a Microsoft Dynamics 365 case management interface. The left sidebar contains navigation options: Home, Recent, Pinned, My Work, Dashboards, Activities, Customers, and Service. The main area displays a case titled 'SLA TEST - PKI'. The case details include fields for Case Title, ID, Subject, Customer, Origin, Contact, and Case category. A timeline section is visible on the right, showing a search timeline and a note entry. A 'Time Tracking' overlay is present on the right side, displaying 'Total time 2h 15m' and 'Automatic Time Tracking' with a timer at 15m 36s. The overlay also includes 'Manual Time Tracking' with 'Time logs' and 'Activities' sections, both showing 1h 0m. The case details include fields for Case Title, ID, Subject, Customer, Origin, Contact, and Case category.

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

Focused view

Show Chart

New

Delete

Refresh

Visualize this view

All Time Trackers

Edit columns

Edit filters

Quick

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