



Record Time Tracker

100% Native Salesforce App

By

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Configuration Guide

Overview

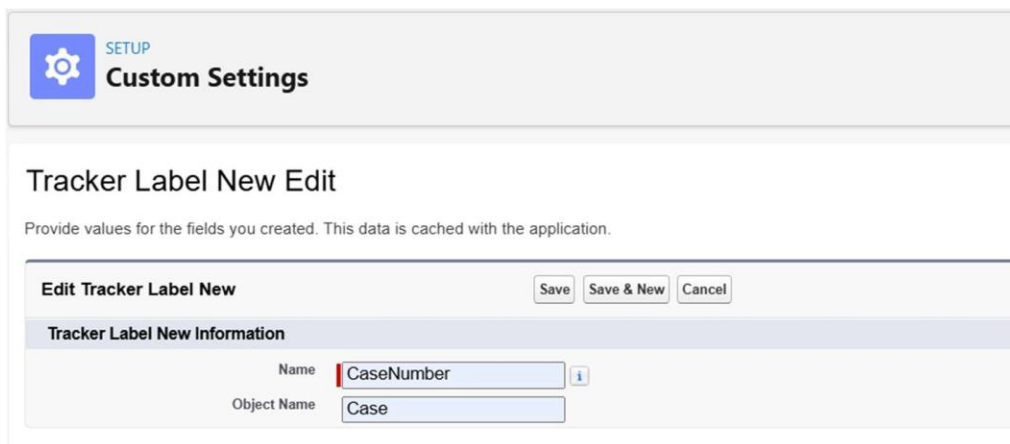
Record Time Tracker is 100% native Salesforce application design to track time users spend on salesforce records. It can be added to the Utility Bar or directly placed on Page layouts for ease of use.

Settings for Objects Without Name field

Certain Salesforce objects, such as Case, do not have a standard Name field. To enable time tracking for such objects, create an entry in the Tracker Label New Custom Setting.

Example configuration for Case:

- Name: CaseNumber
 - This could be API name of any field from the object where standard Name field is not available.
- Object Name: Case
 - API name of the object where standard Name field is not available and you want to track time on that object



The screenshot shows the 'Custom Settings' page in Salesforce. The header includes a 'SETUP' icon and the text 'Custom Settings'. Below this, the page title is 'Tracker Label New Edit'. A note states: 'Provide values for the fields you created. This data is cached with the application.' The main section is titled 'Edit Tracker Label New' and contains three buttons: 'Save', 'Save & New', and 'Cancel'. Below the buttons is a section titled 'Tracker Label New Information'. This section contains two fields: 'Name' with the value 'CaseNumber' and 'Object Name' with the value 'Case'. An information icon is visible next to the 'CaseNumber' field.

This ensures the Time Tracker references the correct identifying field for the object.

Mode Settings

Record Time Tracker can track time in 2 configuration modes:

Stealth Mode / Visible Mode

- When enabled, the Time Tracker is hidden from the user.
- This setting must only be used with Auto Mode.
If Stealth Mode is enabled while in Manual Mode, time tracker can never be started.

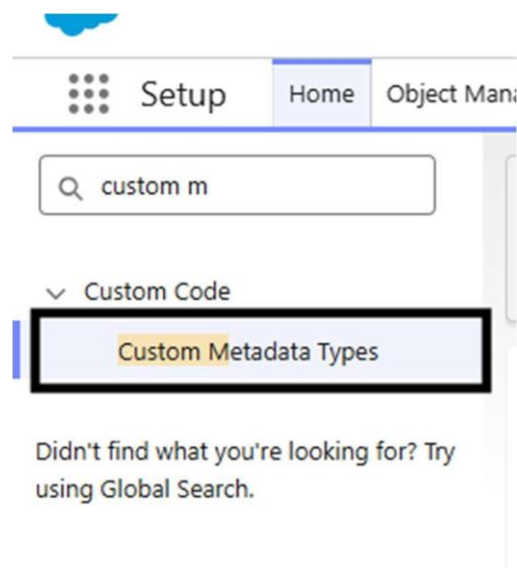
Auto Mode / Stealth Mode

- When enabled, the tracker starts automatically when a user opens a supported record.
- When disabled, users will have to manually start the time tracking by click on Start button on time tracker window. In this case, time tracking stops automatically when user moves to a different record or focuses on different browser tab.

This can be controlled from the Time Tracker Settings Custom Metadata Type.

Steps to setup modes:

1. Go to Custom Metadata Types in Setup



2. Click on "Manage Records" against "Time Tracker" metadata

All Custom Metadata Types

Custom metadata types enable you to create your own setup objects whose records are metadata rather than data. These are typically used to define a

Rather than building apps from data records in custom objects or custom settings, you can create custom metadata types and add metadata records, with SOQL limits.

New Custom Metadata Type				
Action	Label	Installed Package	Namespace Prefix	Visibility
Manage Records	Object To Ignore	TimeTracker	asctt	Public
Manage Records	Time Tracker	TimeTracker	asctt	Public

3. Check / Uncheck “Stealth Mode” and “Auto Mode” checkboxes depending on your requirement

 **SETUP**
Custom Metadata Types

Time Tracker (Managed)

 This Time Tracker is managed, meaning that you may only edit certain attributes. [Display More Information](#)

Time Tracker Edit Save Save & New Cancel

Information

Label

Time Tracker Settings

Time Tracker Name

Time_Tracker_Settings 

Stealth Mode 

☐

Auto Mode 

☐

Save Save & New Cancel

Enable Time Tracker at App Level

To enable time tracker in certain app like “Sales”, “Services Console” or any custom app you may have setup, you need to add the Record Time Tracker to app’s Utility Bar:

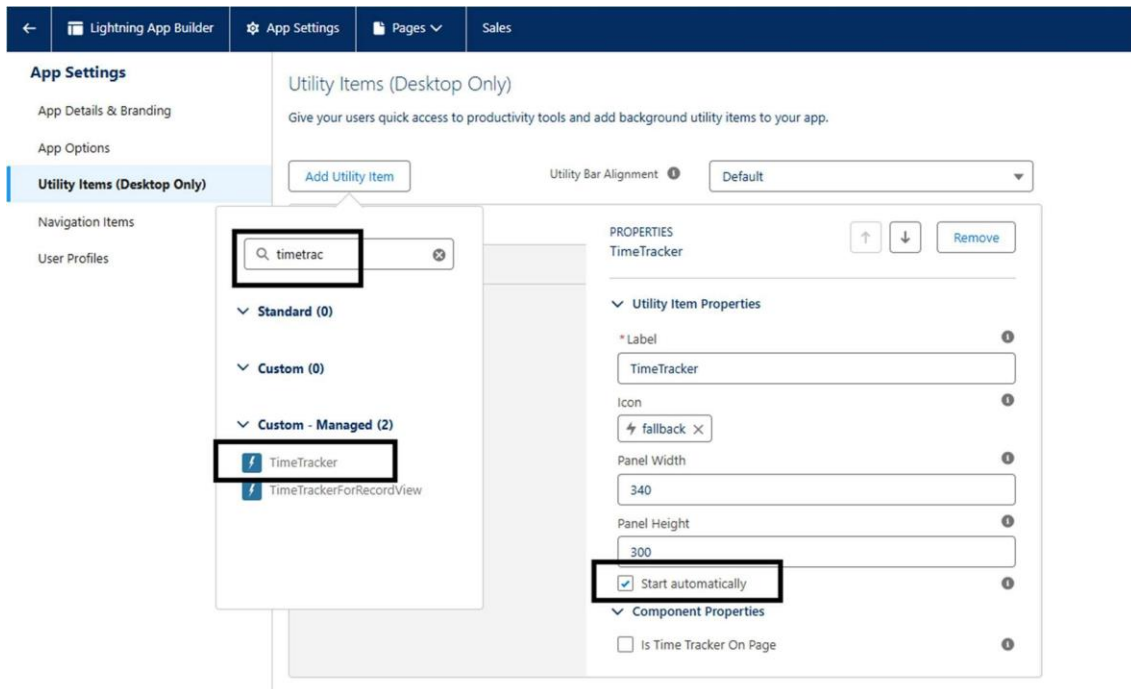
1. Navigate to Setup and search for App Manager.



2. Locate the desired app (e.g., Sales) and click Edit from the dropdown menu.

17	Record Time Tracker	Record_Time_Tracker	Tracks time users spend on a record	11/6/2025, 4:54 AM	Lightning (Managed)	✓	▼
18	Sales	Sales	The world's most popular sales force automation (SFA) solution	10/12/2025, 9:56 PM	Classic		▼
19	Sales	LightningSales	Manage your sales process with accounts, leads, opportunities, and m...	10/12/2025, 10:00 PM	Lightning	✓	▼
20	Sales Cloud Mobile	SalesCloudMobile	New seller focused mobile first experience	10/12/2025, 9:56 PM	Lightning		▼
21	Sales Console	LightningSalesConsole	(Lightning Experience) Lets sales reps work with multiple records on o...	10/12/2025, 9:56 PM	Lightning	✓	▼
22	Salesforce Chatter	Chatter	The Salesforce Chatter social network, including profiles and feeds	10/12/2025, 9:56 PM	Classic	✓	▼

3. Select Utility Items.
4. Click Add Utility Item and choose TimeTracker. Provide required width and height or leave default. Select "Start automatically" checkbox.



5. Click Save

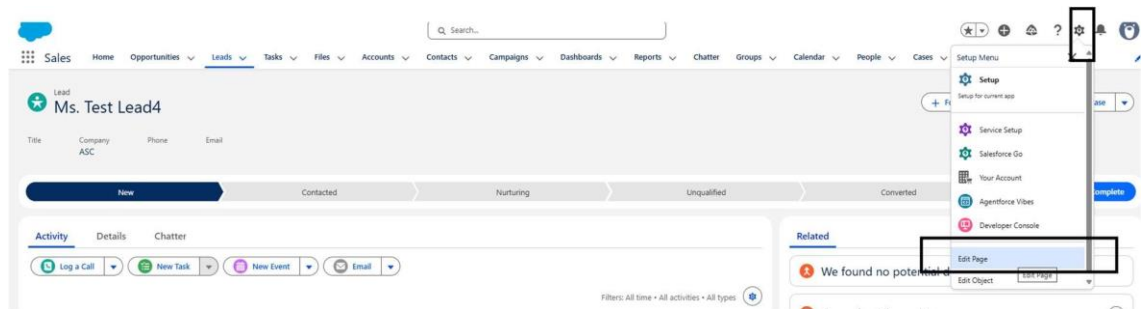
Note: When you have added Record Time Tracker to Utility Bar, and if you have enabled Stealth Mode, it will still show the Utility Bar icon for Record Time Tracker and when you click, it will still open the app's popup – but the popup will be empty without any content in it.

For Stealth Mode, instead of using “Time Tracker” as Label value, some other text like “Utility” is suggested.

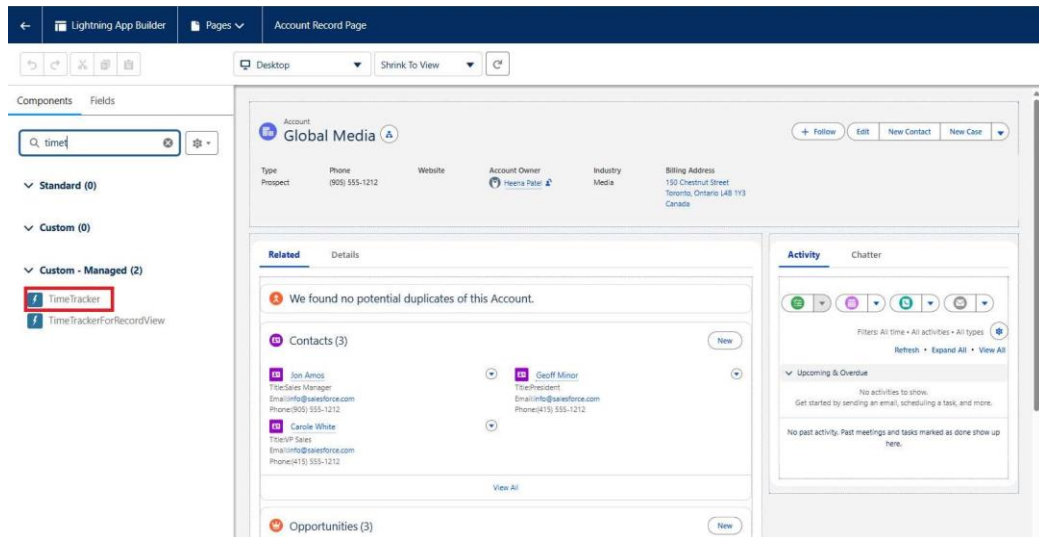
Time Tracker in Lightning Record Page

Record Time Tracker can also be deployed on any record's Lightning Page. This option should be used when you have very few objects to track time on. You can certainly use this deployment mode also to track time on as many objects as you need, but then you will have to deploy Record Time Tracker on every lightning record page from where you want to track time.

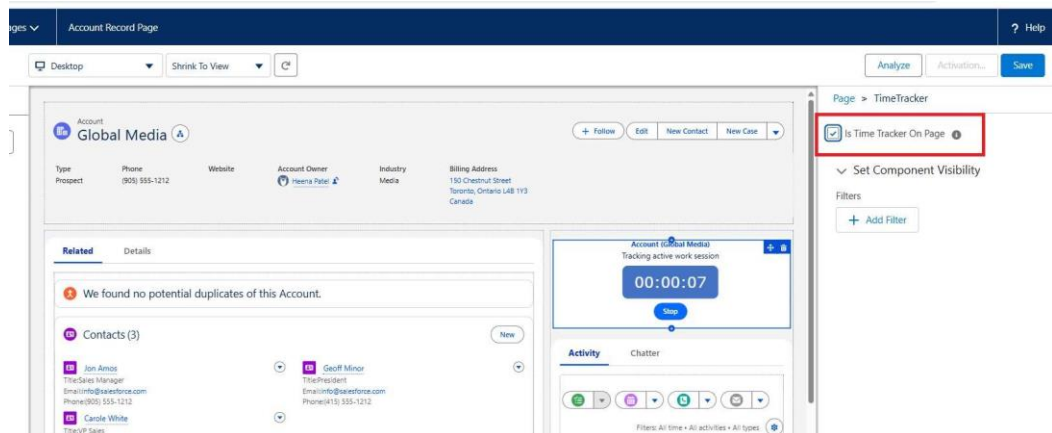
1. Open a record of an object where you want to be able to track time from.
2. Select Edit Page from Setup. As an example, below screenshot shows how you can edit a Lead's Lightning Record Page.



3. Locate TimeTracker in the Custom Managed Components list and drag the component onto the desired location on your layout.



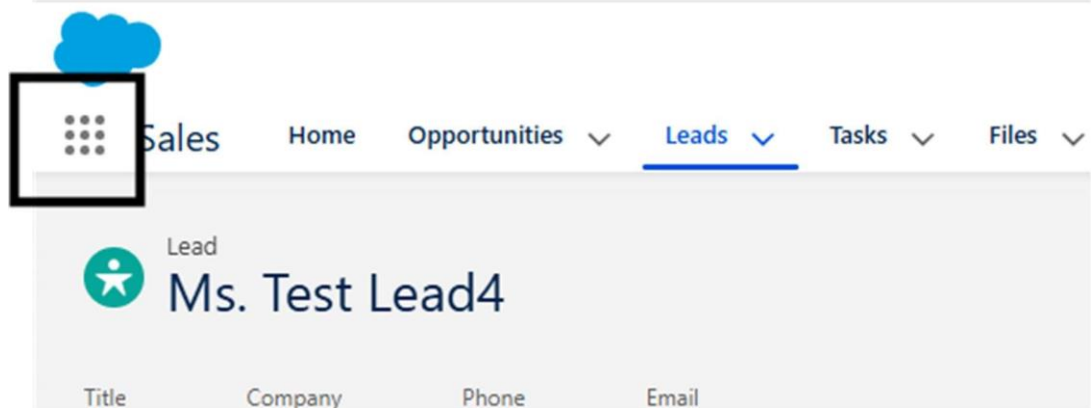
4. Select checkbox Is Time Tracker on Page. This is VERY IMPORTANT configuration and must not be missed.



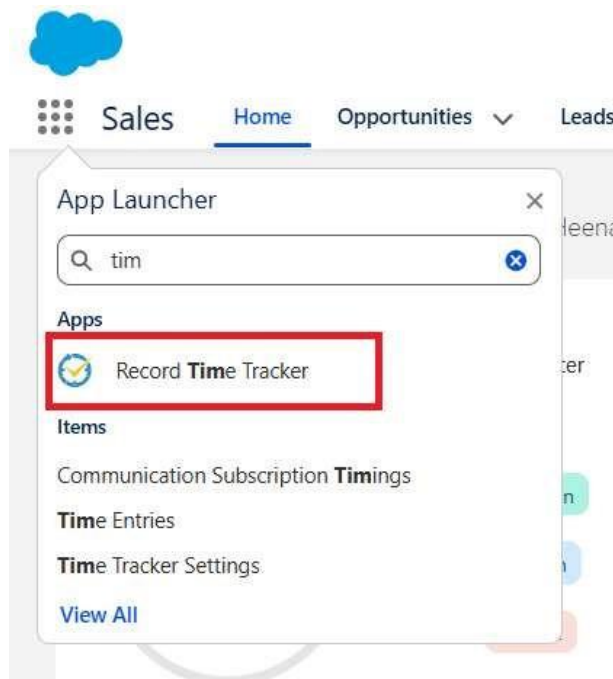
5. Save the layout.

Enable Time Tracker on Additional Objects

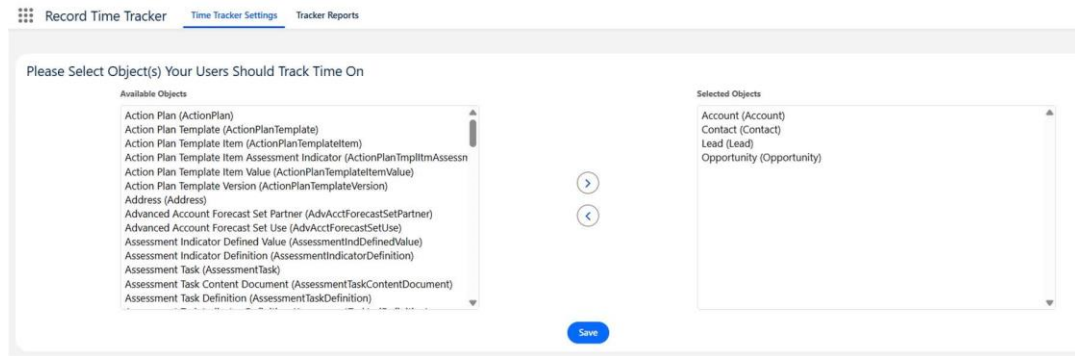
1. Click the App Launcher (9 dots square) in Salesforce.



2. Search and click on Record Time Tracker.



3. Navigate to Time Tracker Settings within the app.
4. Select the Salesforce objects where you want to enable time tracking.
5. Move the required objects from Available Objects to Selected Objects.
6. Click Save to apply the configuration.



Permission set to assign Users

To enable the Time Tracker feature for the users, assign the **Record Time Tracker Standard User** permission set to the users who need access to time tracking.

How to Enable Time Tracker for a User

1. Go to **Permission Sets** in Salesforce.
2. Select **Record Time Tracker Standard User**.
3. Assign it to the required user.

Note:

- By default, Account, Contact, and Lead objects are preselected.
- The free version supports time tracking for Account, Contact, and Lead objects.
- Upgrade to the paid version to enable time tracking on any Standard and Custom objects.