

IssueTrak Features & Benefits



System Capabilities

Automatic Assignments

Minimize issue queue backlogs by assigning issues based on pre-defined criteria.

Email Notifications

Keep submitters, assignees and other interested parties updated automatically. Customize messages with the information you wish to include.

Escalation Rules

Ensure prompt responses by both submitters and assignees through escalation rules. Send email notifications, change field values, add pre-defined notes and close abandoned issues.

Recurring Issues

Automatically submit routine issues such as warranty expirations, maintenance or administration on pre-defined schedules.

Service Level Agreements

Set and monitor expectations for first response and resolution times.

Service Contracts

Apply issue labor hours from established customer Service Contracts.

Mobile Access

Maintain operations from the palm of your hand. Search, assign, edit, and close issues from your mobile browser.

Screen Pops

Integrate a compatible phone system to populate caller details or a caller-entered issue number.

Quick Picks

Turn common issues into an easy Submit template. Include pre-defined field values, Tasks and Attachments.

Process Management

Initiate pre-defined processes and control workflow, such as Change Management or New Hires.

Solutions

Create pre-defined Solutions to close all your issues with a consistent message.

Projects

Estimate and track timelines, expenses and progress across multiple issues.

Embedded Images and Rich Text

Embed image files, format and spell check text, as well as insert hyperlinks within Issues and Knowledge Base Articles.

Organization and Group Filters

Make specific Quick Picks, Issue Types, Tasks, and Knowledge Base Articles available only to members of certain Organizations and Groups.

Attachments

Add files of any size and format to Issues, Users, Organizations, Projects, Knowledge Base Articles, and Assets.

Global Issues

Update related issues simultaneously through Global Issues.

Self-Service Features

Knowledge Base

Create your own information database with FAQs, common resolutions, standard procedures, product or service information.

Password Reset

Allow users to change their IssueTrak passwords using Self Service Password Reset.

Self Registration

Allow new users to self-register. The system can email passwords or give users immediate access.

Web-Based Access

Deploy your site over the internet or your company's intranet with no client-side installation required by your users.

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Customizable System Options

Issue Screens

Define your own included fields, field order and requirements for issue screens by issue type.

Site References

Define your own terminology for issues, issue types, projects and locations.

Menu Options

Add your own hyperlinks within the interface for easy access to other websites.

Site Appearance

Customize your site's color scheme, title and logos.

Enhance accessibility for the visually impaired.

Issue, User and Organization Fields

Create your own drop-down, text and date fields for Issue, User and Organization records.

System Structure

Manage Issues and users by:

- Organization: primary structural units such as Companies or Subsidiaries
- Location and Region: small and large geographic units such as Districts, Areas, Sites, Buildings or Rooms
- Department: functional units such as Accounting, Administration, Marketing or IT
- Group: role-based units such as End Users, Employees, Customers, Managers, Technicians or CSRs

Structure issues and reporting by:

- Class: general categories such as Incidents, Change Requests or Internal Issues
 - Type: descriptive categories such as Operations, Shipping/Receiving, Hardware or Software
 - Subtype: detailed sub-categories of specific Issue Types and higher level Subtypes.
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Reporting Capabilities

Dashboard

View key metrics at-a-glance in a graphical display. Filter results by Issue Class.

Report Writer

Design and Share custom Queries and Reports from the Report Writer.

Summary Reports

Run built-in reports with date range and sorting options.

Scheduled Reports

Email Saved Searches and Reports in Excel or HTML to interested parties on a routine basis.

Searches and Saved Searches

Search, Save and Share issue criteria using a variety of output and sorting options.

Add-On Modules

Active Directory Module

Synchronize users with Active Directory through imports and authentication processes. Support CAC/Smart Card integration, Single Sign On, AD Password Resets, SSL, multiple servers and domains.

Asset Management Module

Manage data related to PC and non-PC assets. Track assets, software purchases, licensing compliance, automated and on-demand PC audits.

Billing Module

Generate Work Orders and Invoices. Create ad-hoc rate adjustments, taxable and non-taxable line items.

Incoming Email Module

Convert incoming email into new issues and notes on existing issues. Determine Issue Types, Subtypes, Auto Assignments and Quick Pick values.

Surveys Module

Deploy web-based surveys to target audiences. Include in-depth analysis and filtering, question piping, and more than 20 question types.

Remote Control

Establish remote connections with users through our partner NTRglobal. Support live chat, video, on-screen drawing and SSL.

Users

End Users can be given a variety of capabilities, including the ability to submit their own issues, view the Knowledge Base, run reports, assign or be assigned Tasks, as well as administrate your users.

There is no cost or limit to the number of End Users within your system.

You are only required to pay for Advanced Users who need to:

- Assign issues
- Be assigned issues
- Submit issues on behalf of other users
- Administrate your system

You must purchase at least 1 Advanced User to administrate your system.

Purchase Options

Owned: Purchased outright and installed on your server(s). Maintenance Plus may be renewed annually.

Annual: Leased annually and installed on your server(s). Maintenance Plus included in lease.

Cloud: Leased monthly and installed on our server(s). Maintenance Plus included in lease.

Maintenance Plus

Support and Maintenance Agreement includes:

- All major releases, updates and upgrades
 - Unlimited phone, web, email and remote assistance Monday through Friday, 7AM to 8PM (ET/GMT-5)
 - Support Site and Knowledge Base access 24/7
 - Emergency system-critical assistance after hours
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Professional Services Training

Our Product Specialists will guide your administrators through individualized setup and train them on utilizing your system as effectively and efficiently as possible.

Basic System Requirements

- SQL Server 2000, 2005, or 2008: Standard or Enterprise Addition
- Microsoft IIS server 6/7.0
- Additional Details Apply