

IssueTrak Licensing and FREE Capabilities

IssueTrak Licenses: One of the most important benefits of adopting IssueTrak at your organization is that it provides more free user capabilities than any comparable issue tracking and process management application in the market. The chart illustrates the difference between IssueTrak Free Capabilities and others.



Issue: The primary unit of work in IssueTrak is the “issue.” An issue may be the “parent” to a number of “child” tasks.

Task: A small, discrete unit of work that belongs to a parent issue. Tasks commonly represent steps in a process, workflow or standard procedure.

Permissions: There’s a combination of 55 permissions and menu options available to individual users or groups. Of these 55 permissions, only 4 of the permissions require a license - all other users do not require a license, and are effectively free of charge. A license is required only for a user to perform one (or more) of the following four actions: assign an issue, be assigned an issue, submit issues on behalf of others, and perform IssueTrak system administration.

But you can have as many Standard Users as your organization requires.

FREE (optional) permissions include...

- Can be assigned and complete tasks
- Can assign tasks out
- Submit issues via the web or email
- Can update notes and tasks
- Receive automatic email notifications
- Check status of issues and tasks via the web
- Use the Knowledge Base
- Can run Summary Management Reports
- Can manage Web Report Writer
- Can design Reports
- Can manage Projects
- Can manage Surveys
- Can edit Knowledge Base Articles
- Can view private (internal) Knowledge Base Articles
- Can maintain (edit) issues
- Can set Issue Priority
- Can set Issue Sub-statuses
- Can enter Labor Hours on Tasks and Issues
- Can use issue “Quick Pick” feature
- Can view Private Quick Picks
- Can view Private Fields
- Can add a note, even after an issue is closed
- Can read & write “Private” notes
- Can close Issues
- Can assign “Next Actions”
- Can be assigned “Next Actions”
- Can change Date Closed
- Can view Assignment Info
- Can enter Line Items
- Can set Severity
- Can change Response Time

Optional Menu Items:

- My Issues
- Submit Issues
- Lookup Issue #
- Knowledge Base/FAQ’s
- Search Issues
- Dashboard
- Projects
- Calendar
- Reports

Some permissions omitted or combined for readability purposes

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