

INCOMING EMAIL MODULE

Automatically convert emails from customers or end users into support requests.

IssueTrak's incoming email module (IEM) allows your end users or customers to submit support requests directly into IssueTrak using a simple, free-form email. It eliminates lost email requests and the tiresome, time-consuming job of copying and pasting user requests into your system, thereby saving significant time and money.

When a customer sends an email to a specific address, IssueTrak automatically creates a new support request with the user information, subject, description, and attachments. IEM also captures, records and time-stamps any subsequent email dialogue from the email thread. The incoming email module can be used across your entire organization to simplify and streamline all email requests, such as support requests, customer inquiries, human resources or facilities requests and more. This can be done from mobile devices such as PDAs and phones.

Key Benefits

- Allows end users or customers to submit support requests using free form emails.
- Automatically converts emails from end-users into support requests.
- Notifies end users that their requests have been received and assigned.
- Automatically determines the issue type, person or group to which the request should be assigned, or whether the email should be rejected.
- Can process email from an unlimited number of incoming mailboxes. For example, you can create separate email accounts for IT issues and facilities issues, such as IT@mycompany.com and facilities@mycompany.com and specify the relevant information for each email account.
- Allows mailbox "masking," allowing you to re-label the name of the email "sender."

Technical Summary

The Incoming Email Module reads email messages from a POP3 mail server or Microsoft Exchange Server and automatically creates a new issue in the IssueTrak database. The module will also:

- Assign the email subject as the subject of the issue.
- Enter the email body as the issue description.
- Use the sender's email address to look up the user and designate them as the submitter.
- Look up the user's primary asset record and insert it to the issue record as well if IssueTrak's asset management module is also in use.
- Use attributes and other information from a template to create a new user record if one is not found. If desired, this feature can be turned off so that the system accepts only incoming emails from existing users.

Technical Summary (cont.)

- Customize out bound emails.
- Automatically add notes to the issues if a submitter responds to a system generated email (with the issue number kept in the subject line).