

IssueTrak Mobile

Because Issues Don't Take Lunch Breaks



Issues don't take lunch breaks and neither should your organization's efficiency. Now you can track, assign, manage, and report on IT issues and more – on the go – with the all-new IssueTrak Mobile.

Key Benefits

- Real-time data access
- Instant data synchronization
- Rapid service delivery
- Increased customer satisfaction
- Immediate deployment
- Nothing to install



Monitor your service desk dashboard anytime, anywhere.

Perform Critical Support Functions Anytime, Anywhere

IssueTrak Mobile enables you to manage incidents and problems from the palm of your hand. You can maintain operations at any time of the day and respond to service requests faster, reduce delays and achieve higher customer satisfaction.

Issue Management Has Never Been Easier

The Mobile interface is optimized and streamlined specifically for quick and easy access to essential issues, Knowledge Base Articles, My Issues and Dashboard. You can perform the most common events; such as add notes, edit, assign, and close issues.

Search. IssueTrak Mobile enables you to quickly and effectively locate the information you need no matter where or when you need it.

Maintain. IssueTrak Mobile enables your users to maintain issues at any time of the day, increasing your organization's efficiency.

On-Demand. Your organization's time is valuable, so why put gaps in your efficiency? With IssueTrak Mobile, your updates happen as fast as you can click the Update button.

Empower Your Team

Empower your agents with real-time access to important information while at a client's site or location. IssueTrak Mobile provides easy navigation and issue management from their mobile device. They have the ability to submit, edit, assign and close issues remotely, making them less dependent on their PCs and laptops.

Mobile Formatted Dashboard Access

Need a visual of your organization's status on-the-go? Users of the Dashboard can check on their service desk anytime, anyplace. With IssueTrak Mobile, the dashboard graphics have been optimized for easy display and provide quick access to the issue details in the portals.

Immediate Deployment

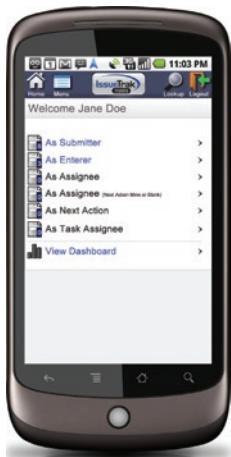
With IssueTrak Mobile, nothing is required to be installed on the mobile device. Since there is no downloadable software, there is no wait time. Once your IssueTrak Interface is up, Mobile is ready.

All data is sent immediately to your IssueTrak database, therefore there is no lag time for synchronization.

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IssueTrak



*From your mobile browser,
simply navigate to your
IssueTrak site URL and login.*

Technical Specifications

IssueTrak Mobile is a capability introduced in software version 9.5.5.

It works with most mobile operating systems, including BlackBerry®, Microsoft® Windows Mobile, Android™ and iPhone®.

Please contact IssueTrak Technical Support for more information.

Knowledge Base Access

Simplify your support experience. Nothing robs efficiency more than solving the same issue more than once. With mobile access to your IssueTrak Knowledge Base, your users can view solutions to previously resolved issues right from their mobile device. Increased efficiency and performance are only a click away.

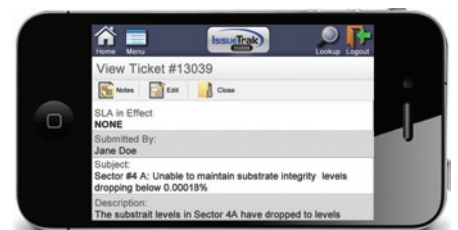
Security

Since no data is stored on your mobile device, there is minimal risk of data being compromised if the phone is lost or stolen. Also, IssueTrak Mobile does not adversely affect the memory usage and battery life of your mobile device in comparison to a traditional downloadable application.

Mobile Settings and Versatility

IssueTrak Mobile can be easily customized to meet your organization's needs. The specific fields, field order and field requirements included on the Issue Management screens can be configured through the Mobile Settings option in your full IssueTrak product interface System Settings. General interface settings may also be customized from this interface, such as number of issues returned per page and Mobile landing page.

IssueTrak Mobile also gives you the option to switch back to the full IssueTrak product, which gives you the complete functionality of the software.



*React faster when issues are reported –
assign, edit, close issues
without waiting.*

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