

PROFESSIONAL SERVICES TRAINING OPTIONS



The IssueTrak Professional Services group provides training, implementation, configuration and optimization services that extend beyond the terms included in our Annual Software Subscription & Support. These services are provided to both new and existing customers.

Annual Technical Support & Software Maintenance includes phone, Web, email and remote technical support from 7:00 am to 8:00 pm EST (GMT -5), 24-hour critical support, unlimited annual usage and all updates and new releases throughout the year.

Professional Services – On Site **\$1,250/first day, \$1,000/additional days**

Onsite services offer the most comprehensive training from our Professional Services Department. Configuration, training and personalized one on one time with your trainer ensures you have the most effective setup of IssueTrak. In one day or subsequent days, we can train users, administrators and meet with management to be certain that your IssueTrak system will meet the goals of your organization. Existing customers may take advantage of this to train new employees, expand usage across departments, or to optimize their current setup. All travel expenses are the responsibility of the customer.

JumpStart – 6 Hours **\$600**

Designed to help new customers quickly set-up and configure IssueTrak in the most effective and efficient manner for their organization and business goals. In addition to individualized configuration and implementation assistance, this remote service includes basic Administrator training.

Tune Up – 2 Hours **\$300**

Designed to help existing customers ensure they are getting the most out of IssueTrak. Potential topics for this remote session include: reviewing current setup and un-utilized features, introducing IssueTrak to new administrators, or discussing new business goals or needs.

Administrator Training – 2 Hours **\$400**

General topics covered in this remote session include advanced organization structures, user roles/permissions, Task Manager, Projects, Knowledge Base, Auto-Assignments, Quick Picks, Recurring Issues, Email Notifications, Escalation Rules, SLAs, Report Writer and more. Maximum class size of 6 recommended.

User Training – 2 Hours **\$400**

General topics covered in this remote session include submitting issues, creating searches, using the Knowledge Base, setting personal preferences and more. Maximum class size of 6 recommended.

Professional Services - Hourly **\$250/hour**

General remote services include training, consulting, configuration and implementation assistance.

To discuss IssueTrak Professional Services in more detail, please contact your Sales Engineer at 866-477-8387 or sales@issuetrak.com.