

IssueTrak 9.0 is here!

IssueTrak version 9.0 has been released and is loaded with all kinds of new features. The one we are most excited about is Custom Issue Screens. Continue reading for more information about the new features in version 9.0 and how to upgrade your IssueTrak site.

Custom Issue Screens - IssueTrak is now more flexible than ever!

We have all been anxiously awaiting the arrival of customizable issue screens in IssueTrak; and now they are here! With the release of version 9.0, you can create unique issue screens for various departments and request types. Custom Issue Screens allow you to define which fields appear, in which order those fields appear and whether or not they are required on the issue submit, edit, view and close screens for each Issue Type.

Custom Issue Screens make it easy to track business issues and requests in multiple departments. Your IT help desk most likely requires different information when a support ticket is submitted than your human resources department requires for the requests it handles. An IT help desk might require very specific information about an employee's computer (i.e., software and hardware components, peripheral devices, etc.), while the human resources department is interested in specific employee information, not the MAC address of their computer.



In IssueTrak, it is possible to create unique issue screens depending on the type of issue at hand. This ensures that only the information necessary to resolve the issue is included. The ability to rearrange the fields on your issue screens is another great benefit of custom screens.

Ever wish you could move just one field? Now you can.

For more information about setting up IssueTrak Custom Screens visit: youtube.com/issuetrak

New Features in IssueTrak 9.0

Custom Issue Screens: Create multiple, customized issue screens for various departments and request types. Define your own included fields, field order and requirements for the issue submit, edit, view and close screens. When submitting a new issue, the appropriate custom screen will populate the page after the issue type is selected.

More Dashboard and Home Page Options: Now you can display open issues by Subtype, Location, Region and Severity on your Dashboard. And use the Summary, As Submitter, Assignee or Next Action reports on the My Issues screen as your home page.

View User Login History: IssueTrak now offers more information about your users' login activity. Capture user login attempts and view user login history from each user's record. You can also display the last login date and time, and a link to login history on each users' home page.

Email Distribution List Defaults: Define the events (e.g., send email when an issue is assigned, next action, etc.) to automatically include when new members are added to an Email Distribution List.

Enhanced Documentation: Check out our ongoing documentation improvements! Expect more concise and easy-to-read information with every release, including examples, recommendations and best practices.

Download IssueTrak 9.0!

Customers with active technical support and maintenance agreements can download our latest release by visiting support.issuetrak.com. Customers with hosted sites will be notified by our technical support team prior to their site being upgraded to 9.0.

More Information about IssueTrak 9.0

For more information about IssueTrak 9.0 please see [Knowledge Base Article #62](#) on our Technical Support Web Site. This article contains links to the IssueTrak 9.0 Release Notes and Administrator Manual.

IssueTrak Professional Services Wants to Hear From You



Have a question about a feature in IssueTrak or the advantages and value that it could bring to your organization? Send your questions to proservices@issuetrak.com and gain direct access to our knowledgeable product specialists. Our Professional Services team is your personal resource for optimizing your system. Ensure you are getting the most out of your investment in IssueTrak by emailing proservices@issuetrak.com.

Join Us on Facebook

At IssueTrak, we're committed to helping you resolve the issues that affect your organization. Our presence on social networking sites, like [Facebook](#), is one of the ways we're making our customer support team, news and product updates more accessible to you. If you're on Facebook, [become a fan of IssueTrak](#). And stay tuned for future newsletters announcing our profiles on Twitter, LinkedIn and more!

