issuetrak

Supercharge Your Site with Add-ons

Add-on modules boost your Issuetrak site so you can provide an optimal user experience AND increase your ROI.

IDENTITY MANAGEMENT

- Simplify logins with one-click single sign-on.
- MFA offers topmost security.
- Support for LDAP, AD FS, AZURE AD, OAUTH 2.0/OIDC.

ASSET MANAGEMENT

- Manage hardware/software information & maintenance and keep track of assignees and locations of physical assets.
- Track warranties, licensing, purchases, & leases on PC, Mac & Chrome.
- Save time with barcode scanning to pull up asset histories.

WEBFORMS

- Customize it. Link it. Embed it. Webforms exist where you need them. Choose a standard or custom layout.
- Have customers submit issues without logging into Issuetrak OR ensure secure issue submission through our API integrations.

SURVEYS

- Easily collect feedback to gauge customer or employee satisfaction.
- Build questionnaires inside Issuetrak & analyze results for growth.
- Automatically send custom surveys specific to issues.

BILLING

- Directly generate work orders & invoices.
- Improve reporting by cataloging materials and labor hours.
- Smoothly export data to applications like QuickBooks.

CHATBOT AI

- Cut down needless wait time & answer queries instantly: includes agent routing & multiple chat streams.
- Convert chats to issues with Incoming Email (IEM).
- Embed the chat widget on your support page or site.
- Pair chatbot with knowledge base for an integrated self-help experience.

Unlock Your Site's Full Power

Contact your Account Manager to request a demo of any of these add-ons.

📞 757 213 1350   🌐 www.issuetrak.com   ✉ sales@issuetrak.com