The ISSUE TRACKING MULTI-TOOL

issuetrak

info@issuetrak.com

Your software investment should be well worth the price *and* multiply your support team's force. That's why we've worked hard to give **issuetrak** all the necessities for your service desk's success.

Reporting

Use Dashboard panels for quick, digestible views of your data. Custom reports allow you to dive deeper based on criteria you define.
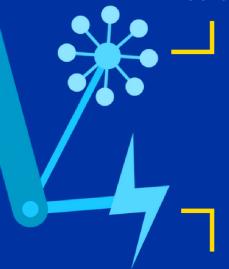
Task Manager

Assign tasks to users and groups so you can cross off your to-do list with confidence, speed, and precision every time.

Omnichannel Support

Directly submit issues and tickets in Issuetrak, or generate them from email, chat, and custom webforms.

Automation Workflows

Use automation to assign tickets to specific users or groups, add notes, update statuses, and escalate issues that have gone untouched for too long.

Quick Notes

Build a library of canned responses to use both in your tickets and knowledge base. Helps ensure the speed and consistency of your responses.

issuetrak