# WHAT IS ISSUE TRACKING SOFTWARE?

Every organization has untracked issues that cause problems. From help desk tickets and customer complaints to compliance audits and incident reports, potential issues are lurking around every corner.

**Issue Tracking Software monitors your issues through their lifespan from start to finish.**

## ISSUE RECOGNITION

The moment an issue is created —whether it's a maintenance request, customer complaint or help desk ticket—issue tracking solutions create an end-to-end paper trail.

## SCHEDULE RECURRING ITEMS

Deal with scheduled items like preventative maintenance, inspections, audits, etc. by assigning related tasks, oversee progress and document their completion.

## DOCUMENTATION AND REPORTING

Once an issue has been resolved, an issue tracking solution allows you to report on or search in a variety of ways to demonstrate compliance or satisfy audit requirements.

## AUTO ASSIGNMENT

An issue tracking system uses predefined criteria to automatically assign tickets, streamlining the resolution process and preventing backlogs from getting too large.

## ESCALATION MANAGEMENT

Issue tracking solutions use defined configurations to escalate problems and tickets when needed, ensuring that no issue slips through the cracks and goes unaddressed.

## ISSUE HISTORY

Check on open tickets and unresolved complaints to see all the updates and who documented those changes. This enables organizations to identify potential inefficiencies and performance gaps.

## SMARTER RESOLUTION

If multiple issues are the result of the same problem, issue tracking software lets them be linked together with cascading updates. Gain a clearer view of the underlying problem and spend less time tracking issues in isolation.

From start to finish, the best issue tracking software comprehensively monitors the lifespan of a ticket, request or complaint to ensure it is resolved quickly and completely.

**Issuetrak is the end-to-end solution you've been waiting for.**

# issuetrak