

# Master Your **HELP DESK**

Resolve tickets *faster.*

## **Be true to your time & service**



Stay devoted to resolving customer issues. Let software handle your tedious tasks.

## **Lessen client wait time**

Escalate issues to each expert in the resolution chain so nothing slips through the cracks.



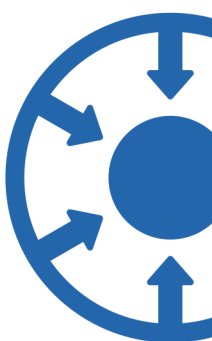
## **Stay ahead with timely updates**



24/7 communication helps clients feel heard and put their trust in you.

## **All the right info in one place**

A centralized traceable ticket creates an audit trail. Everyone is accountable. No data is lost.



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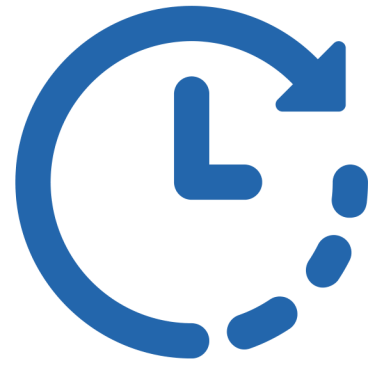
## Quick access, better reporting



Gain greater control & visibility over issue status for better report quality.

## After-hours workflows

Keep resolving issues around the clock. Employees work efficiently. Customers get answers swiftly.



## Knowledge base = help desk control

Knowledge Base articles get rid of unnecessary tickets so you can get to urgent issues.



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# issuetrak ADD-ONS

Save **more** time.

**Identity Management keeps data secure and employees on time.**

Single sign-on, Azure, ADFS, OAuth 2.0, and more!



**Webforms give you all the info you need from the start.**

Specify fillable fields and capture the exact details you need. Host it on your site!



**Alerts kick in when an asset needs maintenance.**

Identify problematic assets **before** they hit crisis mode. (Oh, and we don't charge you for every asset.)



**Grow your business. Save time.**

*"I got hours back in my week that I could spend on getting new business!"*

President, Answer Quest Technologies

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