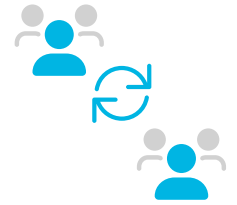


Expand the Power of Your Issuetrak Site

Our add-on modules give your site **extra boosts** of functionality!

Active Directory

Add, authenticate, and maintain your user base with our [Active Directory integration](#). Shave time off your ongoing administrative tasks with immediate syncs from the Active Directory to your Issuetrak user records. On-premises deployments can use **single sign-on** to simplify login. We also offer [AD FS](#) and [Azure AD](#) integrations.



Asset Management

Easily keep track of your company's assets directly within Issuetrak. Capture detailed information and maintain accurate records on purchases, warranties, and leases. **Associate assets with issues** for detailed reporting. Track ownership, manage loaner assets, and add time and date-stamped notes for worry-free compliance.

Billing

Manage your team's services, work orders, invoices, and more with the Issuetrak billing module. Generate line items and add comments for physical materials or hours of labor time. Easily create **work orders and invoices** on a per-issue or per-customer basis. With the click of a button you can export invoice data as a CSV file for easy transfer.

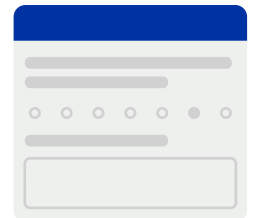


Chat

Let your agents communicate quickly and easily through an integrated chat client! Send chat transcripts seamlessly to your Issuetrak site via Incoming Email for zero-touch conversion to issues. **Transfer chats between agents** for smooth visitor interactions. With guided browsing and file exchange, you can better assist your customers and increase satisfaction.

Surveys

Generate online surveys and send them to your customers to collect data on their satisfaction level, needs, and more. Then collect and analyze the results directly within Issuetrak. Surveys can be set up to **send automatically** whenever an issue closes. Customize the look of your survey with a wide variety of question and response options, then use email or send direct links to gather responses.



Webforms

Implement a customized Issuetrak webform that pushes data directly to your Issuetrak site. Link to your webform or **embed it directly** into a public-facing website. Customize the look and feel of the form with your team's unique branding. For a fully custom form, work with one of our Product Experts to design exactly what you need – or use one of our standard webforms for something quick and easy!