

## What Issuetrak Can Do for You!

So your organization has adopted Issuetrak for managing and organizing issues? *That's great!* Issuetrak is a configurable, easy-to-use solution that can help your team solve a medley of different problems -- from tracking issues and managing complaints to streamlining workflows and regulating change processes.

There are many reasons to get excited about using Issuetrak (besides the fact that your manager has asked you to do so)! Here are some benefits we hope you'll personally get out of our product:

### **A More Organized Way to Submit Issues**

*Do you really want someone in IT to jot down your time-sensitive request on a sticky note?* Or would you rather submit your ask and receive immediate confirmation that the department has received it and will process it shortly? With Issuetrak, rest easy that your request has reached the right people and isn't floating somewhere in space.

### **Create Tickets Anywhere with Multichannel Submission Options**

*Have you ever encountered an issue while you were away from your computer?* Issuetrak lets you submit tickets while on the go. Multichannel submission options include web form, email, and mobile -- so you'll never have to wait to log something important.

### **Updates Whenever You Need Them**

*How many times have you waited days (or more) for a response? Maybe your request was already addressed. Maybe it's still sitting there...* Either way, wouldn't you prefer to be updated or to check the status of your request without going through someone else? Issuetrak's automatic email notifications provide updates whenever an issue's status changes, a note is added, or a task is performed. Many organizations let employees log in to view the status of their requests. You could even add a note to your own request asking for an update!

### **Fewer Mistakes and Mishaps**

*Have you ever accidentally responded to the same request as a coworker? Or maybe an important email got buried over the weekend and was accidentally deleted.* Issuetrak cuts down on these frustrating mistakes. Logging issues in a centralized place, rather than using email or spreadsheets, organizes your team and prevents issues from getting lost or forgotten.

### **Increased Efficiency and Streamlined Workflows**

*Do processes seem to take a long time in your department?* Do you frequently find yourself waiting on others to complete tasks so you can finish the project you started? Issuetrak can help: the **Task Manager** allows you to create branching workflows, set up checklists, and ping coworkers as soon as their input is needed.

### **Want more examples of how Issuetrak can be a huge benefit to teams large and small?**

Check out our [Customer Stories](#) to see how others have leveraged Issuetrak to optimize their workflows, streamline their processes, and improve operations across the organization!

