

key benefits for human resources

process templates (quick picks)

Provide unified request experience for employees, reduce organizational paperwork, and eliminate redundant efforts by creating templates for common requests. Include preset field values, assignments, approval processes, or attachments.

process management (tasks)

Reduce manual decision-making by incorporating step-by-step processes and checklists. Handle standard or exception requests with unique and customizable workflows.

email notifications

Automatically update submitters and other stakeholders on the request's progress, including status changes, updated field values, and notes. Configuration flexibility includes notification event triggers, and message content.

automation and business rules

Automatically assign requests to match appropriate skillsets. Set up escalations to alert stakeholders when a request stalls or a workflow reaches specific criteria.

service level agreements

Define SLA standards and monitor performance for first response and resolution times for requests. Automatically track and publish SLA performance.

custom forms

Easily define your own request and process forms to reduce errors and rework. Include specific fields and control the field order for the different types of requests you manage.

user defined fields

Track the data unique to your processes and requests. Create an unlimited number of user defined fields. Choose from free text, dropdown, date, integers, large text, or yes/no types.

data compartmentalization and visibility

Powerful system capabilities allow you to determine a user's role and automatically restrict access to individual requests, process templates, process workflows, and the Knowledge Base.

solutions

Document the processes outcome with standardized resolutions to improve efficiency through consistent messaging.

meet compliance requirements

Improve compliance with request audit trails. Capture and track necessary data with time, date and user stamped notes.



self-service features

knowledge base

Create your own information database with FAQs, common resolutions, standard procedures, and service information.

password reset

Allow users to change their Issuetrak password. Control the strength and length of new passwords.

self-registration

Allow new users to self-register. The system can email passwords or give users immediate access.

web-based access

Deploy your site over the internet or your company's intranet with no client-side installation required and 24x7 access.

customizable system options

site references

Define your own terminology for Requests, Request Types, Projects, and Locations.

menu options

Add your own hyperlinks within the interface for easy access to other websites.

site appearance

Customize your site's color scheme, title, and logos. Enhance accessibility for the visually impaired.

reporting capabilities

dashboard

Quickly access real-time key metrics in a graphical display and filter results by Class.

searches and saved searches

Search, save, and share request criteria using a variety of output and sorting options.

summary reports

Run built-in reports by date range.

report writer

Analyze data to enable streamlining of processes to identify and remove barriers or bottlenecks. Design and share custom queries and reports.

scheduled reports

Automatically email Saved Searches and Report Writer Reports in Excel or html to interested parties on a predetermined basis.