

key benefits for higher education

ease of use

Simple interface makes tracking all your complaints from submission to resolution easy. Everything is stored on the complaint record for easy viewing. Submission templates make it easy for any staff member to quickly log a call.

multiple methods of submission

Receive complaints by web form, email, phone call, or from direct access to the portal. Anyone can submit a complaint - students, faculty, or staff.

improve customer support

Email acknowledgements and updates keep everyone in-the-know, improving awareness and increasing your support satisfaction.

single repository

Every complaint or concern is stored in Issuetrak, making it the single source for reporting. All communications, attachments, and assignment history are stored in one place for easy access and retrieval.

meet compliance requirements

Capture and track data unique to your complaints. Create an unlimited number of fields to collect information specific to Title IX, Clery Act, or other compliance standards.

direct and timely resolution

Automatically assign your complaints based on specific criteria. Business Rules alert stakeholders about status updates, or if the complaint sits open or idle too long.

transparency

Make sure that only those that need to view the complaint can. Automatically restrict access to view complaints, knowledge base articles, dropdown values, and specific fields based on permissions and access rules.

process management

Incorporate step-by-step guidelines and checklists to control your processes. Handle different types of complaints with unique and customizable workflows.



detailed reporting capabilities

dashboard

View key metrics on open complaints in a graphical display.

report writer

Design and share custom queries and reports. Group for detailed counts or calculate sums or averages.

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

scheduled reports

Email a report writer report or saved search to any user or email address on a predetermined time frame.

purchasing

deployment options

Own: Purchase and install on your servers. Maintenance Plus renewed annually.

Annual: Lease annually and install on your servers. Maintenance Plus included.

Cloud: Subscribe monthly or annually and install on our servers. Maintenance Plus is included.

professional services training

Our Product Consultants will guide your Administrators through individualized setup and train them on utilizing your system effectively and efficiently.

maintenance plus

Issuetrak's Support and Maintenance Agreement includes:

- All major releases, updates, and upgrades
- Unlimited phone, web, email, and remote assistance: Support is available Monday through Friday, 7am to 8pm (EST/GMT-5).
- Support Site and Knowledge Base access 24/7
- Emergency system-critical assistance after hours