

key benefits for manufacturing

change process (tasks)

Incorporate unlimited step-by-step processes and checklists to control the process workflow. Handle standard, emergency, and critical change requests with unique and customizable workflows.

process templates (quick picks)

Reduce redundant change processing efforts. Easily create submission templates for common change requests. Include preset field values, assignments, approval processes, or attachments.

email notifications

Automatically update submitters, CR assignees, and other stakeholders in the CR's progress. Configuration flexibility includes notification event triggers, message content, and escalations.

automation and business rules

Automatically assign change requests based upon your specific criteria. Business rules alert existing and new stakeholders to change request status through updated field values and predefined notes.

service level agreements

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

custom change request forms

Easily define your own change request forms. Include fields and control the field order as appropriate for the different types of change requests being managed.

user defined fields

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

projects

Manage more complex change requests by grouping/managing smaller CRs together. Control access to the CR across multiple departments.

data compartmentalization and visibility

Powerful system capabilities allow you to automatically restrict access to individual CRs, process templates, process workflows, and the Knowledge Base based upon the user's role.

solutions

Document the CR outcome with standardized responses to improve efficiency through consistent messaging.

meet compliance requirements

Capture and track necessary data. Time, date and user stamped notes, plus optional detailed issue auditing.



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.

customizable system options

site references

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

site appearance

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

menu options

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

reporting capabilities

dashboard

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

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.

scheduled reports

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

summary reports

Run built-in reports by date range.