

## Key Benefits for School Districts

### **Empower Your Staff**

Issuetrak's simple, intuitive interface makes tracking complaints from submission to resolution easy. Submission templates let any staff member quickly log a call. Reduce the tedious, manual steps of decision-making by incorporating step-by-step processes, peer review, and action plans.

### **Eliminate Data Silos**

Issuetrak stores all complaints and feedback, centralizing information and making it the single source for reporting. Communications, attachments, and assignment history are stored in one place for easy access and retrieval.

### **Turn Insight into Action**

Make student safety a priority. With reports, see how frequently your team hits the mark with response times, issue resolution, or achievement of service level (SLA) goals.

### **Meet Compliance Requirements**

Improve compliance with self-generating audit trails. Satisfy mandatory government reporting obligations by logging a transaction history with time, date, and user-stamped notes.

### **Improve Customer Support**

Let community members reach department officials directly through a custom form on the transportation department's website. On the backend, Issuetrak immediately logs the submission and routes it to the right person, alerting them to respond or to collaborate with other team members on a response.

### **Cut Response Times**

Increase your team's efficiency and speed up response times through auto-assignment. Issuetrak's Business Rules allow users to auto-assign issues based on certain parameters, reducing the time spent reviewing and manually assigning issues.

### **Increase Transparency**

With email notifications and instant updates you can keep everyone in the know, improve transparency, and increase satisfaction. Issuetrak allows you to set notification event triggers and edit message content so recipients see exactly what they need to see when they need to see it, every time.

### **Coordinate and Define Best Practices**

Document your team's outcomes with standardized resolutions and equip your staff with consistent messaging to improve efficiency and customer satisfaction.



## Detailed Reporting Capabilities

### Track Progress

A real-time data dashboard enables your district's Director of Transportation to quickly assess the promptness and quality of responses and track trending issues.

### Quickly Access Data

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

### Build a Data Culture

Automatically create district, state, and federal reports for administrators on a predetermined schedule. Export your reports in Excel or HTML.

### Get Actionable Data

Issuetrak lets you design and share custom queries and reports. Collect data, then analyze the results to streamline processes and identify and remove barriers and bottlenecks.

### Implement a Culture of Continuous Improvement

Review built-in reports by date range to deliver key metrics and easily analyze trends.

### Review Important Dates

Use the calendar view to easily track appointments, deadlines, and other important dates and ensure you're always on schedule.

## 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*)
- Support Site and Knowledge Base access 24/7
- Emergency system-critical assistance after hours

