

## adding other departments

Customers who begin with one Issuetrak site often expand Issuetrak into other departments of their company at some point. If you're ready to expand Issuetrak in your organization, you'll need to either set up a new site(s) or you may be able to share your existing site.

*Either way, we can get you started!* Configuration is flexible and easy using the administration pages. Implementing an additional site will allow you to keep information and users completely separate. However, adding new user defined fields and issue types to your existing site may be all you need to fulfill the needs of an additional department.

## one site or multiple?

Reasons to use one site include:

- Processes and workflows for all departments stored and managed in one place
- Users only have to remember one website and login
- Agents covering multiple areas have one place to track their work
- Management gets a view into everything at once
- Fewer software packages to learn and manage

Reasons to use multiple sites:

- Keep highly confidential issues, such as Human Resources, private
- Keep user base completely separate
- Keep Administrators from seeing unnecessary issues
- Avoid sharing system-wide dropdowns, like substatus

## making it happen

For users who can see any issue, you can use certain features to help keep things separate:

- Departments can be limited to hide issues and users
- Class can be tied to issues, allowing filtering on the Dashboard and reports
- Issues can be assigned to Groups to create work silos
- Quick Picks and Issue Types can be restricted to allow submission only by select Groups



## examples

Any—or even all—of the following groups can easily share one site:

- Information Technology
- Facility Maintenance
- Accounting/Finance
- Office Management/Operations
- Marketing
- Purchasing
- Customer Service and Support
- Quality Control/Assurance
- Engineering
- Complaint Management

To get started with expanding Issuetrak to other departments in your company, contact your sales engineer to help you carefully plan and execute your expansion or email us at [sales@issuetrak.com](mailto:sales@issuetrak.com). Your sales engineer can help you identify the needs of each department as well as discuss using a test site to try out your new changes. Additional consulting and training are available through Issuetrak Professional Services, and more details on expanding Issuetrak can be found in our Best Practices – Expanding Issuetrak document.

