

key features and benefits

custom request forms

Every organization has specialized data they need to capture. Define your forms for each type of case. Change field order, add different fields, and make fields required specific to each form.

email communication

Allow cases to be submitted via email. Keep stakeholders updated on all case updates. Customize event triggers and outgoing messages.

initiation templates (quick picks)

Create templates for common cases with preset field values, assignments, associated workflow processes, and relevant attachments.

user defined fields

Capture and track data unique to your business needs. Create an unlimited number of fields that contain free text, dropdown, date, integer, large text, or yes/no values.

web form support

Enable anonymous initiation of cases triggered from a form on your website. Map to initiation templates to associate field values or workflow processes.

automation and business rules

Automatically assign investigations based on specific criteria. Escalations alert stakeholders if the investigation sits open or idle too long.

service level agreements

Define SLA terms and monitor performance for first response and resolution time. Get email alerts before compliance violations.

solutions

Document your investigation outcome with standardized responses to improve service and satisfaction through consistent messaging.

knowledge base

Create your own information database with FAQs, common resolutions, product guides, and service information.

customer portals

Have 24x7 access to your site. Deploy over the internet with no customer-installation required. Customize your site's color scheme, title and logos.

visibility restrictions

Automatically restrict access to view cases, knowledge base articles, dropdown values, and specific fields based on permissions and access rules.

global issues

Link multiple investigations together or link investigations to incidents to manage as a single unit. Synchronize data and cascade changes down from to all linked items.



additional features

workflow process (tasks)

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

site references

Define your own terminology for investigations, types, and locations.

menu options

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

password reset

Allow customers and staff 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 customers immediate access.

reporting capabilities

dashboard

Real-time key metrics display graphically. Filter results by Class.

report writer

Create final investigation reports quickly using custom queries and reports. Use reports to analyze trends and enable corrective adjustments.

summary reports

Run built-in reports by date range.

scheduled reports

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

searches and saved searches

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