

key features and benefits

compliance management

Track your complaints from beginning to end, logging a paper trail that can be easily reported on for compliance or audit management.

web form support

Set up email tokens that fill out specific complaint values triggered from a form on your website. Map to submission templates to associate additional values or workflow processes.

email communication

Allow customers to submit complaints via email. Keep customers and agents in the know on all complaint updates. Customize event triggers and outgoing messages.

submission templates (quick picks)

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

custom request forms

Define your form for each type of complaint. Change field order, add different fields, and make fields required specific to each form.

user defined fields

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

automation and business rules

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

process management (tasks)

Incorporate step-by-step guidelines for your processes such as corrective actions or root cause analysis. Create unique and customizable workflows for various types of complaints.

service level agreements

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

solutions

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

knowledge base

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

customer portals

Deploy your site over the internet with no customer-installation required. Customize your site's color scheme, title and logos per customer organization.

visibility restrictions

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



additional features

self-registration

Allow new customers to self-register. The system can email passwords or give customers immediate access.

global complaints

Link multiple similar complaints together to work as one unit. Synchronize data and cascade changes down from the parent complaint to all child complaints.

password reset

Allow customers and staff to change their Issuetrak password. Control the strength and length of new passwords.

projects

Group multiple complaints to a project label to report on time and dollars. Control access to the complaints across relevant teams.

site references

Define your own terminology for complaints, complaint types, projects, and locations.

menu options

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

reporting capabilities

dashboard

View 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.

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.



system structure

Manage Requests and Users by:

- Organization: primary structural units, such as customer companies or subsidiaries
- Location and Region: small and large geographic units, such as districts, areas, sites, buildings, or rooms
- Department: function units such as Accounting, Administration, Marketing, or IT
- Group: role-based units, such as end users, employees, customers, managers, technicians, or change review board members

purchasing

Deployment Options

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

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

Cloud: Lease monthly 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