

key features and benefits

automation and business rules

Automatically assign issues based on your specific criteria. Business Rules alert everyone on status updates or when issues sit open or idle too long.

email communication

Allow users to submit issues via email. Keep end users and agents involved with all issue updates. Customize event triggers and outgoing messages.

submission templates (quick picks)

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

process management (tasks)

Incorporate step-by-step processes and checklists to create an unlimited number of unique and customizable workflows.

custom issue forms

Define forms for each type of issue you manage. Change field order, add different fields, and make fields required specific to each form.

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.

visibility restrictions

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

service level agreements

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

solutions

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

projects

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

knowledge base

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

global issues

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



additional features

self-registration

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

site appearance

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

password reset

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

web form support

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

site references

Define your own terminology for issues, issue 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 Issues and Users by:

- Organization: primary structural units, such as 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