

features & benefits

issue**trak**

automation

escalations

Automatically escalate issues that have been open or idle too long.

auto assignment

Assign issues based on predefined criteria to help minimize issue queue backlogs.

workflow/task management

Automate and track workflows across your entire organization.

recurring issues

Improve efficiency for repeating inspection or maintenance issues by automating this process.

quick pick submission templates

Speed up your processes by customizing routinely used forms and issues into Quick Pick submit templates.

alerts & notifications

Built-in email notifications and incoming email processing help streamline how you create, submit, and update issues.

global issues

Link similar issues together to synchronize data and work as one collective unit.

service level agreements

Set and monitor response times and issue close rates.

customization

custom screens

Create the issue screens specific to issue type. Include messages, choose fields, and more.

user-defined fields

Create an unlimited number of fields with your own customized labels.

menu options

Add your own hyperlinks to the left menu for easy access to other websites.

field values

Define your own labels for issues and customize all dropdown field values.

site appearance

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

projects

Estimate and track timelines, expenses, and progress across multiple issues.

organization & group restrictions

Make Quick Picks, Issue Types, Tasks, and Knowledge Base articles available to specific Organizations or Groups.



ease-of-use

knowledge base

Create a web-based repository with FAQs, common resolutions, standard policies, and product information.

password reset

Allow users 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 users immediate access.

reports

dashboard

Get up-to-the-minute stats on your open issues.

report writer

Build your own queries and customized reports.

summary reports

Run Summary Reports built right into the system.

add-on modules

active directory module

With Microsoft Active Directory, create, authenticate, and update users from one place.

billing module

Invoice customers for products and services, manage work orders, and personalize invoice templates.

web-based access

Deploy your site over the internet or your company's intranet with no client-side installation required.

mobile access

Submit and maintain Issues on the go: search, assign, add notes, and close Issues from a mobile browser.

solutions

Create values to close your Issues with a consistent message.

scheduled reports

Automate reports and saved search delivery to any user or email address.

searches and saved searches

Use flexible terms to find data, view results through various output formats, and quickly retrieve stored search criteria.

asset management module

Track PC inventory, manage hardware and software information, and maintain compliance.

surveys module

Easily generate online surveys, send them to target audiences, then collect and analyze your results.

