

licensing models

Issuetrak offers two different pricing models for licensing your users and supporting your customers.

option one: support model

In the Support model, you only pay for users designated as **agents**. Agents are your company employees that may need to “own” requests logged into Issuetrak. Agents might also answer calls and log requests on behalf of your customers. Employees who play only a partial role in a workflow don’t need to be agents and are, therefore, **free**. *Customers are also free users* who can log tickets by email or web form.

option two: team model

With the Team model, all users are licensed but at a lower cost than the Support model. Everyone that logs in or sends an email to the system is considered a user. This would include all employees or customers. If your system is geared toward managing internal processes or to capturing internal information, but isn’t used to notify customers, the Team option will serve your purposes.

how to determine the best model for your business

When deciding which pricing model best meets your needs, start with these two questions:

- 1. Do you want customers to be able to submit their own issues by email or web form?**
- 2. Do you want the system to send automatic email updates to your customers?**

If you answered yes to either question, the Support model is the right one for you. For a customer to 1) submit an email that creates an issue, 2) submit an issue by a web form that you set up, or 3) receive an automatic email update, they must be an established user within Issuetrak or must be auto-created as a user when their email is processed.

If you answered no, then you’re probably running an internal system where you need to capture details from incoming calls or emails but *don’t* need a customer notification system. You need to track customer problems or concerns but not necessarily keep customers in the communication loop.

Each option has validity within a particular business model. Plans for expanding your Issuetrak usage in the future, such as incorporating your IT help desk or adding internal company workflows, may influence your ultimate decision. Your Sales Engineer can discuss all these options with you and help you determine which pricing model is the perfect solution.

