

licensing models

Issuetrak offers two different pricing models for licensing users in your help desk environment.

option one: support model

In the Support model, you only pay for users designated as **agents**. Agents are your help desk technicians that may need to “own” requests in Issuetrak. Agents might also log requests on behalf of other employees. Employees in other departments who play only a partial role in a workflow don’t need to be agents and are, therefore, **free**. *All non-technician employees are free users* who can log tickets by logging into the site or sending email.

option two: team model

With the Team model, all users are licensed but at a lower cost than the Support model. Everyone that logs into the site and sends or receives an email is considered a user. This includes all employees and technicians. If your needs require issue ownership from all employees, or everyone needs the ability to submit issues for another person, 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 only your technicians need to take ownership of the issues?**
- 2. Do only a small number of employees need to submit issues on behalf of others?**

If you answered yes to either question, the Support model is the right one for you. For an employee to 1) be assigned to the ownership of an issue or 2) submit an issue on behalf of another employee, they must be flagged as an agent and granted agent-level permissions. You only pay for agents in the Support model, so unless all employees need agent-level permissions, this is more cost effective.

If you answered no, then you’re probably beyond just a help desk and are handling all of your business operations through the site. Everyone could potentially be assigned to an issue, or at any time, anyone could submit an issue for someone else. This usage is valid but less common in a help desk environment.

Plans for expanding your Issuetrak usage in the future, such as incorporating your customer support 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.

