

## licensing models

Issuetrak offers two different pricing models for licensing users in your issue tracking environment.

### *option one: support model*

In the Support model, you only pay for users designated as **agents**. Agents are your technicians that may need to “own” issues in Issuetrak. Agents might also log issues on behalf of other employees or customers. 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 or customers are free users* who can log issues 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, technicians, and any customers you support. 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 a user 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 or customers need agent-level permissions, this is more cost effective.

*If you answered no,* then you’re probably 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 is normally an internal tracking site with no outside customers accessing the site.

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.

