

## licensing models

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

### *option one: support model*

In the Support model, you only pay for users designated as **agents**. Agents are those 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-agents are free users* who can log tickets and add notes 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 or customers. If your needs require request ownership from all employees, or everyone needs the ability to submit requests 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 a handful of users need to take ownership of the requests?**
- 2. Do only a small number of users need to submit requests 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 a request or 2) submit a request 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 your system can probably handle all of your business operations through the site. Everyone could potentially be assigned to a request, or at any time, anyone could submit a request for someone else. When there are no outside users, and everyone needs full access, this is the best choice.

Plans for expanding your Issuetrak usage in the future, such as incorporating your customer support or adding IT help desk issues, 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.

