

top ten benefits of implementing issue tracking software

Has your organization ever had a problem slip through the cracks? How often do you find out, after the fact, that someone dropped the ball? Do clients or customers ever get frustrated because they feel neglected when they have an issue or problem?

Don't let your organization suffer any longer. Now is the time to start looking for issue tracking software that will bring these embarrassing and problematic situations to a screeching halt!

Your issues may involve one or more of the following:

- Incident Tracking
- Complaint Management
- Problem Resolution
- Recurring Tasks
- Regulatory Compliance
- Tracking Bills and Payments
- Report Writing Functionality

Here are 10 ways your organization can benefit from using issue tracking software:

1. Important Issues Won't Be Forgotten.

Organizations talk about issues and problems using diverse methods of communication. Conversations often occur on the phone, through e-mail, on paper, during Instant Messaging, and even face-to-face. Is it ever acceptable for relevant information to bypass important members? Using software to track issues provides a check-and-balance system ensuring proper channeling of information to the right people.

2. Employees and Managers Won't Waste Valuable Time Trying to Get to the Bottom of Issues.

When information does not flow consistently to the appropriate people, it results in a slower response time and affects the satisfaction of your customers. When an issue comes up, how is it assigned and monitored? How do you know when it has been resolved? How much time is being tied up in meetings, phone calls, and e-mails just to find out where things are at with the issue? Using software to manage issues puts vital information in one location allowing users to see exactly where an issue is at in the process of resolution.



3. Customers Will Know When Their Issue Has Been Resolved.

The core of your organization lies within the customer. When your customer has an issue, how do they know it's being handled? Has a customer ever approached the wrong person seeking an update? Are you assured your customer is informed and knows the problem has been resolved to their satisfaction? Customers will enjoy having access to updates and information surrounding their problem. Instead of being kept *out* of the loop, issue tracking software keeps your customers *in* the loop.

4. Employees Know When They Have Been Assigned an Issue.

No one should ever have the excuse they were not told about a problem. Has an employee ever claimed to be unaware they were responsible for handling an important issue? Do team members ever complain they are not being kept up-to-date on the latest information involving an issue? Has your organization ever been embarrassed when a customer discovers their issue is not even being addressed? Issue tracking software will automatically notify a user when an issue has been submitted and assigned to them.

5. Management Knows Who Is Doing What.

What manager has time to coordinate each employee's To Do list and repeatedly assign tasks for multiple projects? Why should managers have to track down their employees just to get an update on a current issue? How can a manager make tactical and strategic decisions without vital information? When users log and track their actions using issue tracking software, managers can easily access these records and view a history of actions taken on the issue. Future tasks are identified and assigned, making it even more efficient when projecting the closing stages of an issue.

6. Equally Distribute the Workload Amongst Employees.

Do you always know the availability of your employee's, so you can feel confident someone is actively working to fix an issue? Are you assured your employees are maximizing their time and optimizing resources to handle an issue? Report writing features available with issue tracking software lets you run customized reports. You can identify employees with too many or too few issues assigned to them. This will allow you to effectively distribute and assign future issues.

7. Easily Obtain Information with a Report.

Employees have to manually collect data and information before it can be assembled into a report. Have you ever gotten a report that is obsolete because the information is outdated? Have you ever found an error in a report you have been given? Consolidating issues into a software program gives you an added bonus with report writing capabilities. You can easily customize the information you want to review using a report writer.

8. The Process of Resolving an Issue Is Not Started Over Every Time.

When there is an issue employees find themselves starting the problem-solving process over again. Does your organization employ best practices that are guaranteed to result in a satisfactory resolution? Do all members of your organization respond to and communicate using the same professionalism? A task management feature will simplify and ensure consistency when handling issues. By automating tasks, you can feel confident knowing the same sets of tasks are assigned each time an issue occurs.



9. Reduce the Costs Associated with Resolving Problems.

Extensive time and coordination go into fixing an issue. Is your organization aware of the cost it takes to resolve specific issues? How easily can you adjust your budget to meet the demand of staying on task until a course of action has been determined? Issue tracking software will save your organization a substantial amount of time and money. Automation goes a long way by eliminating the need for manual entry of issues. The software's ability to handle notification emails, reminders, and task management affords employees more time to focus on resolution.

10. You Will Have a Strong Record Database.

Organizations that are subject to regulations and standards, like Sarbanes-Oxley and HIPAA, require a precise record of events, audits, transactions, and other activities. Are you prepared and able to run a report that demonstrates proper corrective action was taken? Without solid documentation, your organization may end up paying a hefty price. Issue tracking software will give you peace of mind by maintaining those records and giving you the reporting tools necessary to extract customized data.

Issue tracking software will makes your employee's more productive. They will be able to spend more time solving problems and less time looking for information and bringing people up-to-date. Managers will find they can easily access current information, allowing them to make better and faster decisions. Most of all, your customers will be delighted with higher quality customer satisfaction which will lead to retention.

Do your organization a favor and spend a few minutes exploring our online demo sites. We will show you how issue tracking software will improve your organization across the board.

