



Web-Based Tracking System

Finally...
an easy-to-use,
web-based issue
tracking system.

Finding the right software to track your company's issues and problems can be frustrating.¹

Not anymore. Now there's



IssueTrak is designed to help your company more effectively communicate, organize, track, and report on the issues and transactions that affect *your* business.

Already a proven performer in classic 'support desk' functions, IssueTrak *does much more!*

- Product support
- Service requests
- Customer relations
- Human Resources
- Help Desk incidents
- Project tracking

All issues are entered, tracked & resolved with the click of a mouse, preventing critical customer and employee-related issues from falling through the cracks.

100% Web-based

With IssueTrak, there's no installation at the desktop, training is minimal, and rollout is painless.

¹ A recent study of almost 200 companies using Help Desk software found that 73% would NOT select their current supplier again, and 1 in 4 respondents plan to switch to another help desk package. *Vendor Report, Help Desk Institute, August 1999.*

Submit and Click!

The screenshot shows the 'Submit An Issue' form in a Microsoft Internet Explorer browser window. The browser address is http://www.issuetrak.com/eval2/Submit.asp. The page header includes the IssueTrak logo and 'Calcom Enterprises'. A navigation menu on the left lists: Home, Submit An Issue (highlighted), Search Issues, Issue Detail, Knowledge Base, Reports, and New Sign In. The form fields are: Subject (text input: 'Packing list printing problems'), Full Description (text area: 'Problems with printing of extra copy of UPS Packing List sorted in location sequence.'), Issue Type (dropdown: 'Warehouse Module'), Project (dropdown: '13-321 - SAP Project'), Location ID (dropdown: 'Chicago', with a note 'Automatically entered if left empty.'), and Priority (dropdown: 'Medium'). There are 'Submit Issue' and 'Reset' buttons at the bottom right. A 'Help' link is in the top right corner.

Search and Report – it's easy and extensive

The screenshot shows the 'Search Issues' form in a Microsoft Internet Explorer browser window. The browser address is http://www.issuetrak.com/eval2/IssueSearch.asp. The page header includes the IssueTrak logo and 'Calcom Enterprises'. A navigation menu on the left lists: Home, Submit An Issue, Search Issues (highlighted), Issue Detail, Knowledge Base, Reports, and New Sign In. The form has a 'Search' and 'Reset' button at the top. Below is the 'Report Output Options' section with: Report Title (text input: 'High Priority Issues Outstanding -- SAP Project'), Output (dropdown: 'Detail List with Notes', with a checked box for 'Include Criteria in Results'), Sort Order 1 (dropdown: 'Assigned To', Ascending), Sort Order 2 (dropdown: Ascending), and Sort Order 3 (dropdown: Ascending). Below is the 'Report Criteria' section with: Issue Status (dropdown: 'Open'), Priority (dropdown: 'Medium'), Issue Type (dropdown), Project (dropdown: '13-321 - SAP Project'), Subject (text input with 'Keyword Search' label), and Notes (text input with 'Keyword Search' label). A 'Help' link is in the top right corner.



IssueTrak Features

Extensive Reporting

Management reporting, strategic decision making, resource allocation... IssueTrak makes it easy to identify problem areas.

Handles Multiple Locations

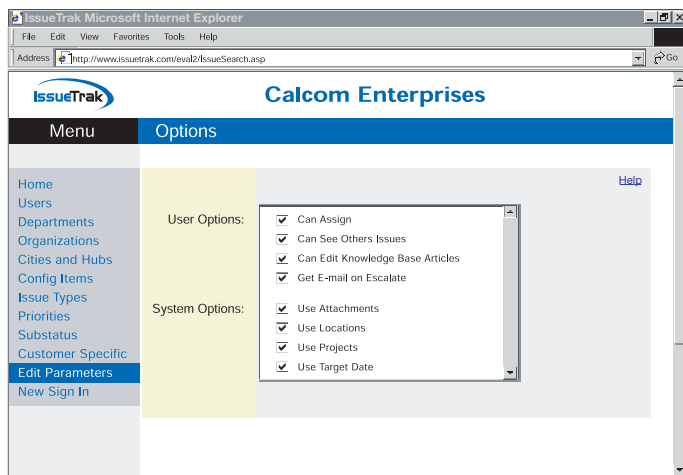
Assign issues to associates, or to others outside your organization (suppliers, vendors, clients) across any geographical area – on-site, regionally or globally.

Highly Scalable

Powered by Microsoft's SQL server, IssueTrak scales up for maximum tracking volume.

Customizable System Options

IssueTrak offers the flexibility to define how the system works for you. Take advantage of up to fifty user and system options. Here are just a few:



Searchable Knowledge Base

Empower your users to proactively solve their own problems.

The IssueTrak Knowledge Base allows you to post:

- How-to articles
- Frequently Asked Questions
- Procedures
- Solutions to past problems

Make your institutional knowledge an accessible resource at every level of your organization.

Issue Escalation

Protect your service levels. IssueTrak notifies key people via e-mail when issues are not resolved within your defined time parameters.

Project Tracking

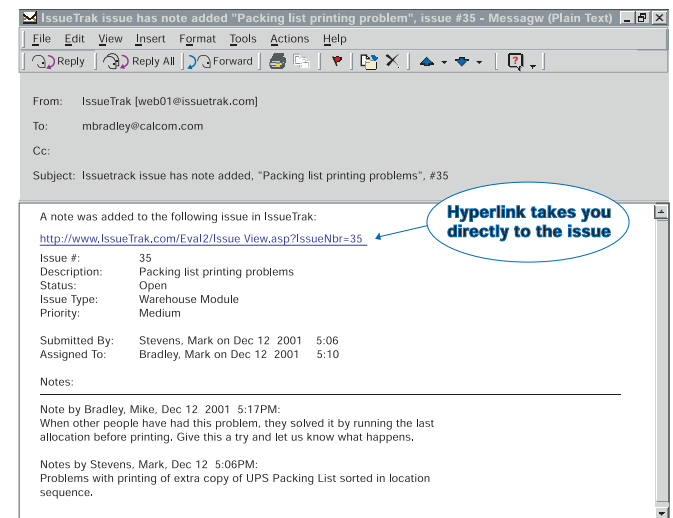
Track issues by project. Assign people to projects. Prevent non-members from viewing unauthorized projects. Quickly see which projects have open issues.

Automatic E-mail Notification

IssueTrak streamlines issue management and speeds up communication by automatically e-mailing the appropriate person when:

- A new issue is submitted
- An issue is assigned to a technician
- A note is added to an issue
- An issue is closed
- An issue is escalated

Here is an example:



Want more information about IssueTrak?

Go to www.IssueTrak.com for your free on-line demo.

Or, call one of our service representatives at:

757 473-5759 x 114

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DEMO AVAILABLE! Give IssueTrak a try at www.IssueTrak.com