



Help Desk

www.TrackerSuite.com/Support



Automation Centre

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Support Tracker

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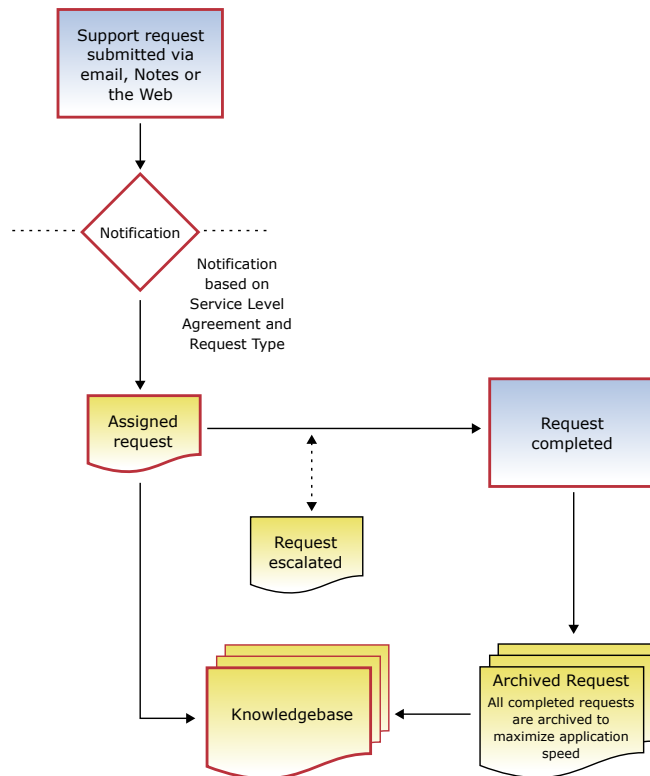


A Web Enabled Help Desk for Lotus Notes

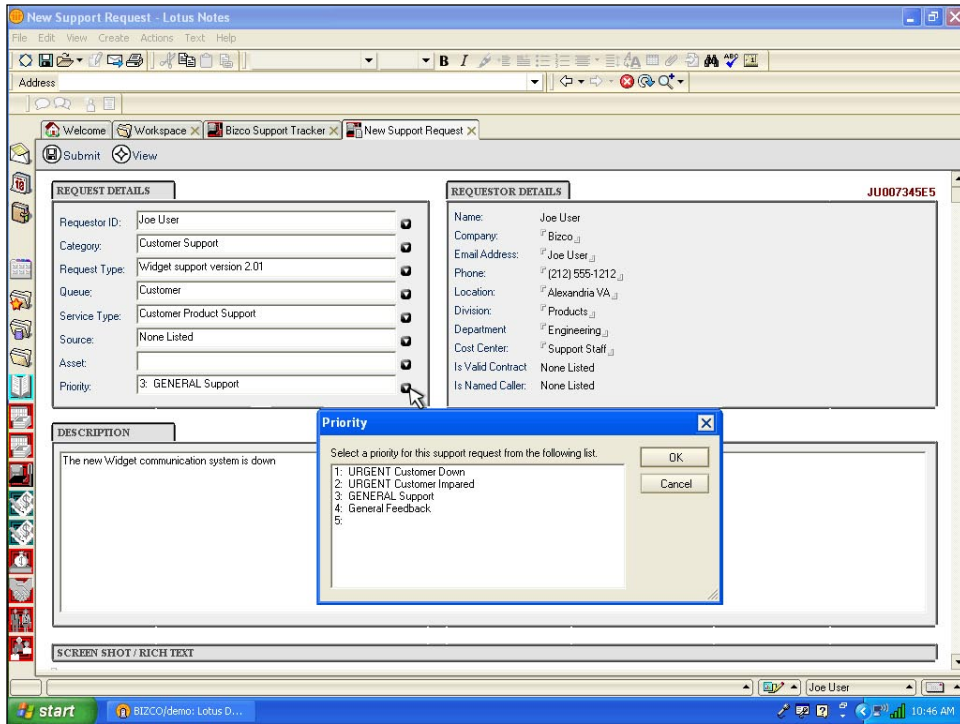
Support Tracker eases the workload of your IT support department and improves resolution times by streamlining the processes of support ticket creation, assignment and notification. Users can easily submit support tickets through a Lotus Notes form, the Web or email. Submitted tickets are automatically assigned based on request type and Service Level Agreements (SLA), ensuring that critical issues are addressed properly and that departmental obligations are met. The entire lifetime of support tickets, from creation to completion, is logged for simplified issue tracking.

Support Tracker also provides FAQ and organic knowledgebase functionality for user self-help, saving the efforts of support personnel for more serious help desk issues.

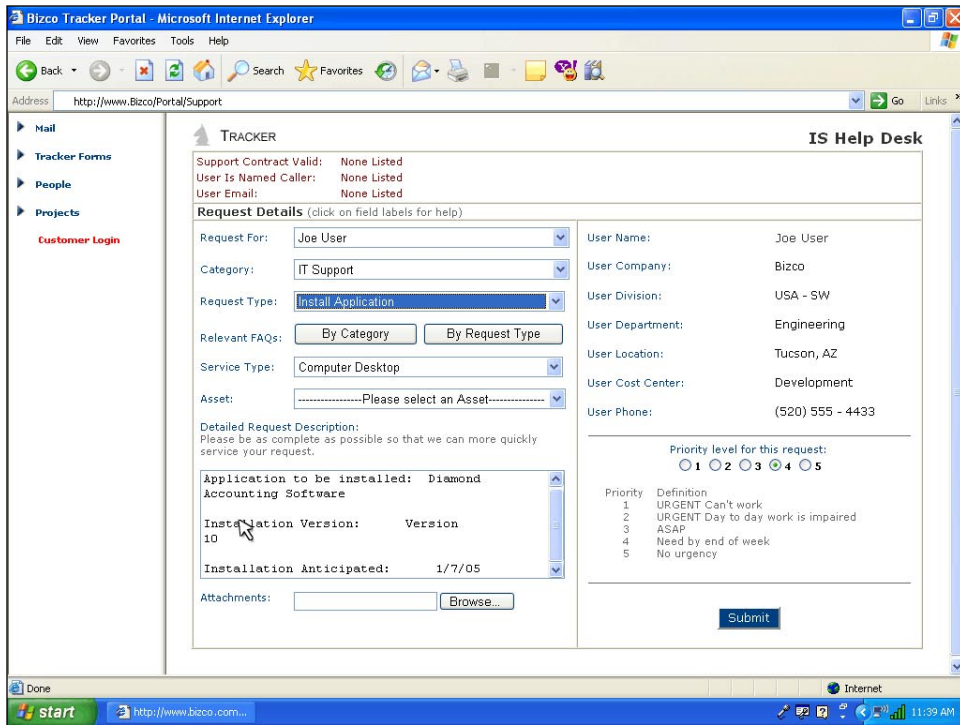
Support Tracker's integration with other Tracker modules, including **Time Tracker**, **Project Tracker**, **Purchase Tracker** and **Customer Tracker** provides a robust support services environment. Both time and purchases can be tied to specific support tickets. Support tickets determined to be viable product upgrades can be rolled directly into project tasks, with time still attached. Customers can log on to the organization's website to submit their own support tickets. In addition, Support Tracker generates a wide array of help desk reports, including average closure times and incident by type. Other reports, such as support ticket pies, are available through Tracker Suite's Web based reporting engine, the **Tracker Data Warehouse**.



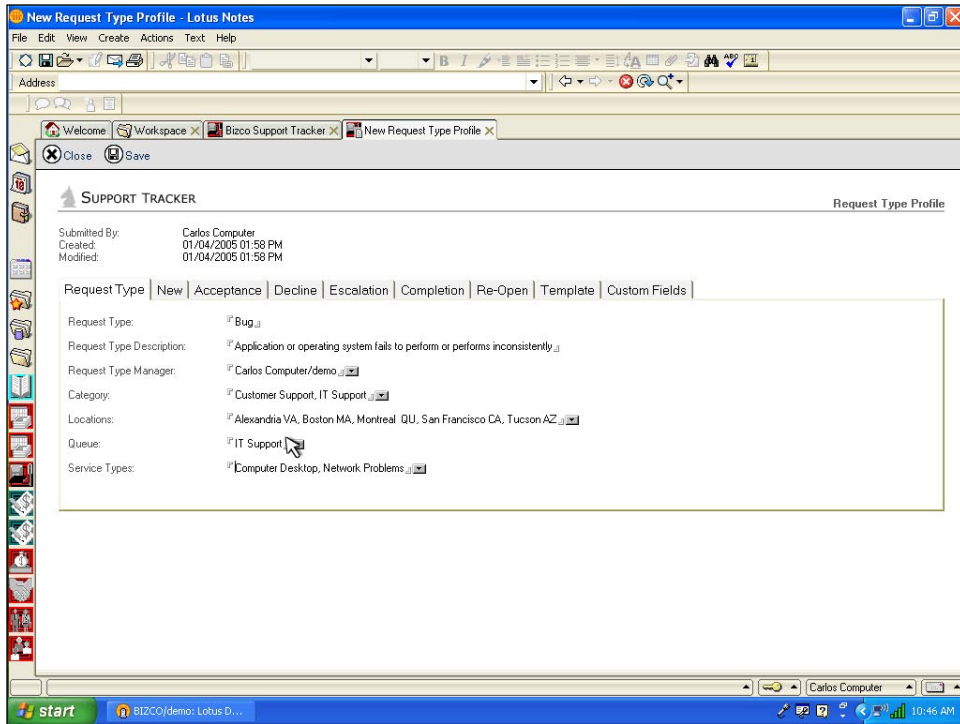
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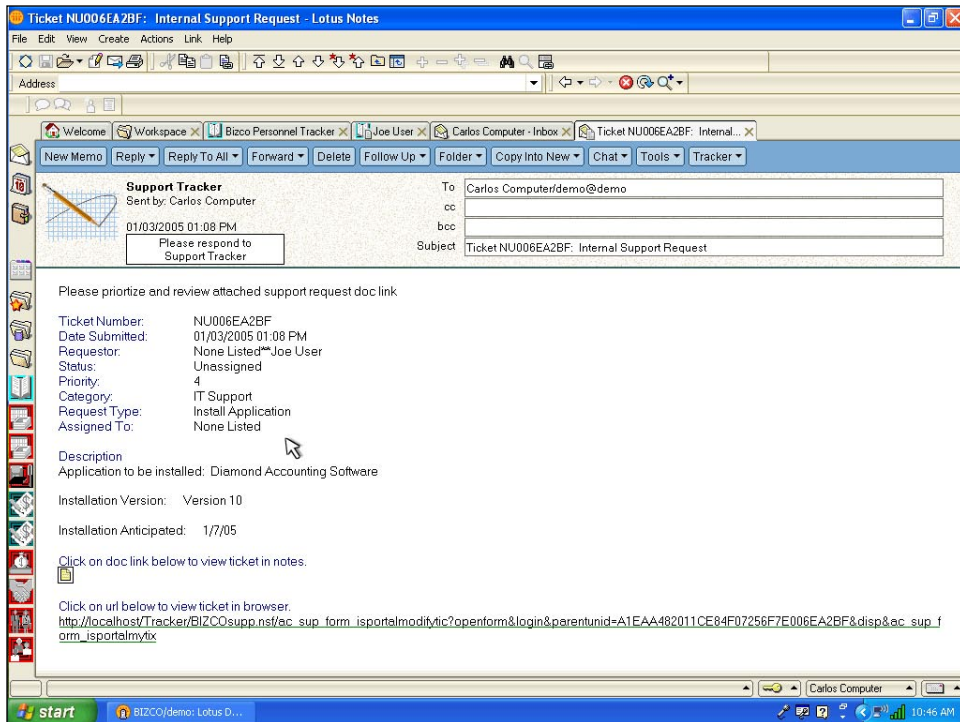
Support ticket in Lotus Notes



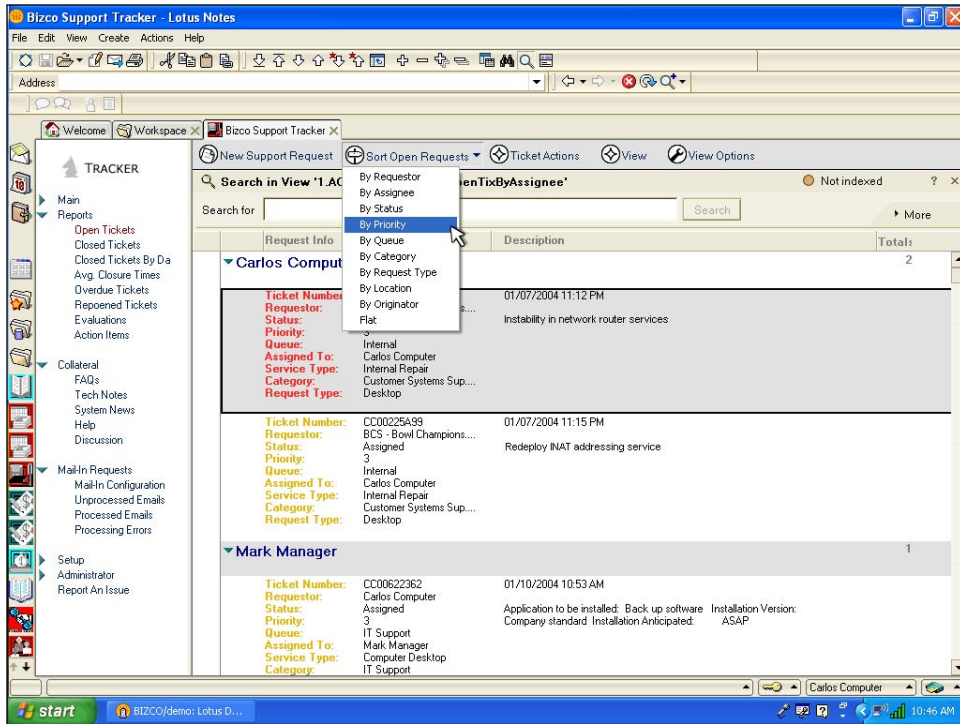
Support ticket over the Web



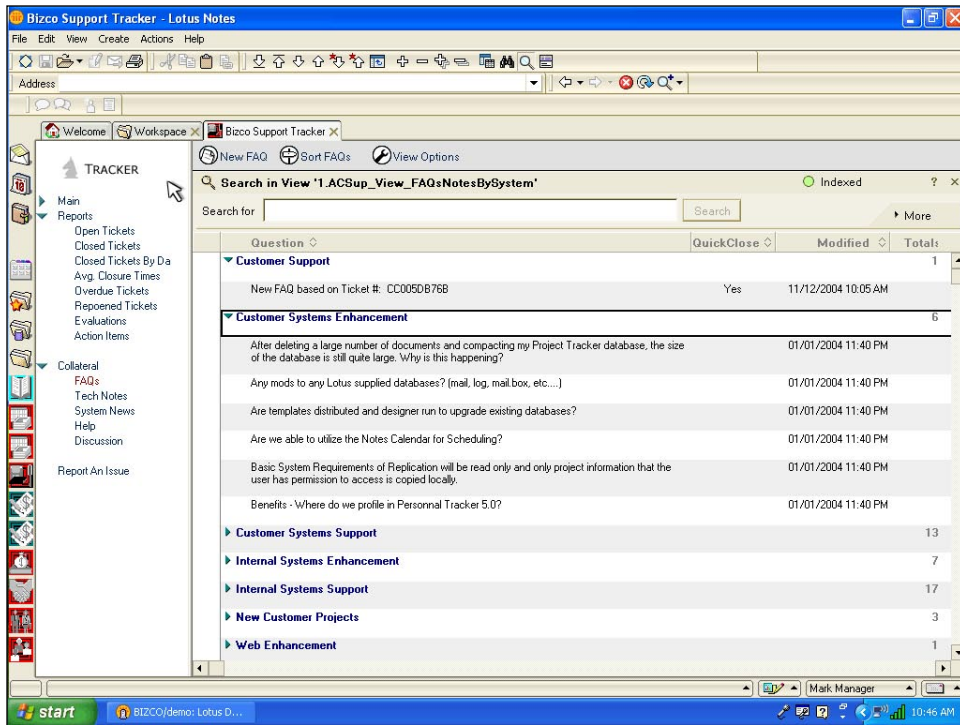
Profile request types



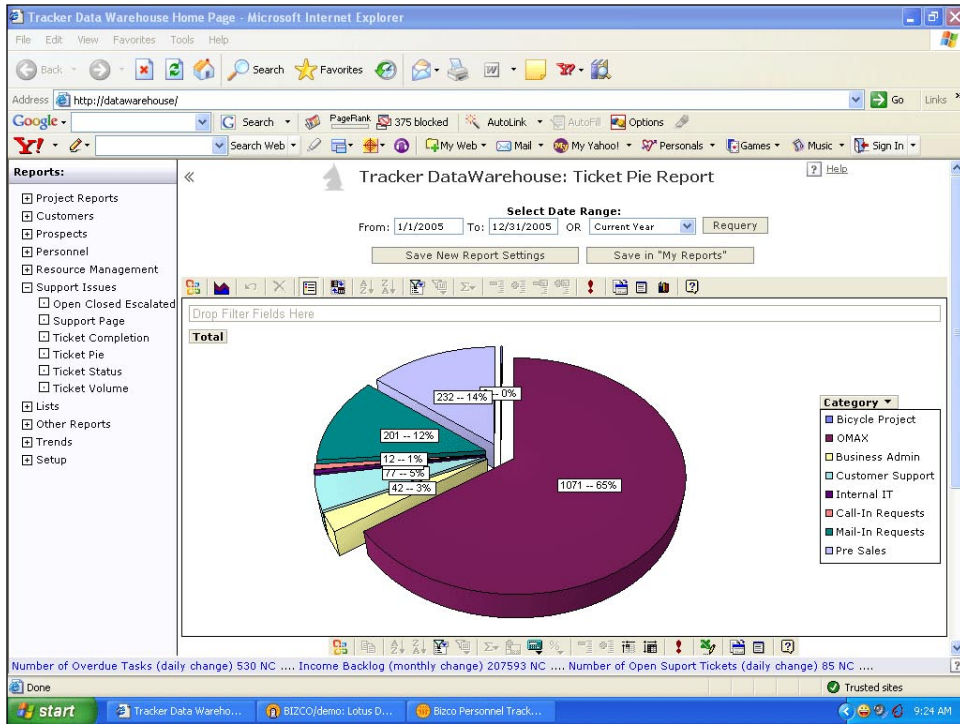
Automatic notification of ticket assignments



Manage support issues



FAQ and Knowledgebase



Support services reports