Vector

Issue Tracker v7

Issue Tracking and Process Management Incorporating Census from Metaquest Inc

Vector Issue Tracker is a powerful, flexible and highly configurable framework for managing any class of business or technology issue, including the popular examples below.

The Vector IT HelpDesk is a key implementation, embracing both Incident and Problem management, and with extensions into ITIL-oriented Change Management.

Vector also offers pre-configured issue tracking implementations for applications such as Asset Tracking, RMA processing and Compliance Incident Management.

Bug and Defect Tracking

Maximize quality with -
• Enforcement of quality and testing processes and standards.

Maximize internal efficiency with -
• Complete automation through an issue lifecycle.
• Highly developed time and event based escalation rules.
• Canned and on-the-fly reporting to monitor team effectiveness.

Customer Support

Maximize customer satisfaction with -
• Accuracy, responsiveness, reliability.
• Awareness of the customer's issue history.

Maximize internal efficiency with -
• Integration with business systems such as Microsoft Dynamics / Great Plains.
• Integration with SIP VoIP telephony for automated customer recognition.

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Your specific application

Innovate in your business processes with -
• Complete control over workflow definitions.
• Automation of escalation and routing based on events, data values, and time.
• Email integration and automation.
• Role-based access control to data and views.
• Integration with other business infrastructure elements, such as ERP, Accounts and HR.
• Acces to implementation specialists with years of experience to shorten your timetables and maximize return on investment.

Governance and Compliance

Manage internal governance issues to resolution and compliance, with -
• Workflows that reflect management structure and responsibilities.
• Assured participation of all stakeholders in a governance or compliance issue.
• Audit trail of decisions, actions and correspondence.

• **Dispersed users submit issues by email, Web and phone.**

• **Automated routing, team working and escalation streamline issue handling.**

• **Integration with business systems and databases such** as Great Plains increases capability, value and return on investment.

• **Role definitions for users reflect the structure and organization of your management.**
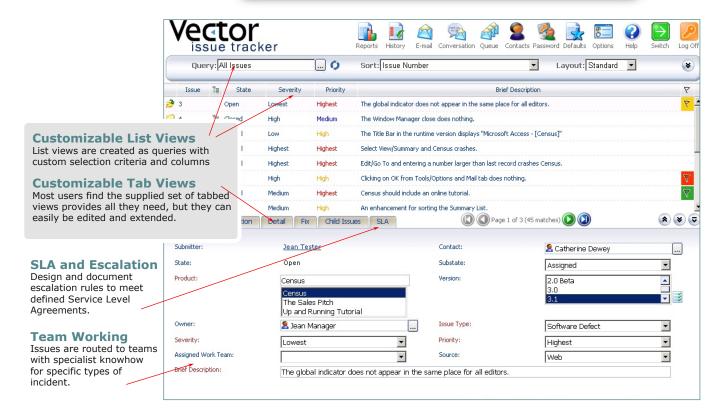
• **Whatever the issue** tracking focus, impact on business is monitored through a range of performance and trend reports.

All typical characteristics of a Vector Issue Tracker installation.

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Incorporating Metaquest Census

Customizable List Views
List views are created as queries with custom selection criteria and columns

Customizable Tab Views
Most users find the supplied set of tabbed views provides all they need, but they can easily be edited and extended.

SLA and Escalation
Design and document escalation rules to meet defined Service Level Agreements.

Team Working
Issues are routed to teams with specialist knowhow for specific types of incident.

Parent/Child Issue Relationships
A network outage could cause many reports of email failure, backup failure, etc. In this scenario, multiple reported incidents arise from a single underlying incident. Vector Issue Tracker makes it easy to manage these situations through Parent/Child issue relationships where the symptomatic reports are made children of the parent network outage incident. A Parent/Child relationship could also be established, stemming from an underlying problem that caused both the Parent and Child incidents.

Knowledge Base Views
Knowledge Base views help analysts achieve issue resolution within tough SLA targets. Powerful search, layout and look-up options maximize the way in which analysts can leverage the team's experience.

E-mail Integration
The **Mailbox Workflow™** rules engine analyzes incoming issue emails and triggers your custom defined actions and optimal team routing. Multi-server Email configuration enables Mailbox Workflow to handle email from multiple accounts and multiple e-mail servers - a typical scenario in many dispersed organizations.

Issue Histories
Issue Histories are important audit trails, where the sequence of events and communication that make up an issue's life can be examined. All email traffic and action records are combined in one chronological sequence. Histories support issue text search, to find related issues - another aid to minimized resolution times.

Streamlined Support through Self-Service
End-users use the **Self-Service Issue View** to post issues and to review the status of their issues without impacting analyst time. The view also supports issue update by end-users. The initial issue response email also includes a link which can be clicked at any time to request a status report by email.