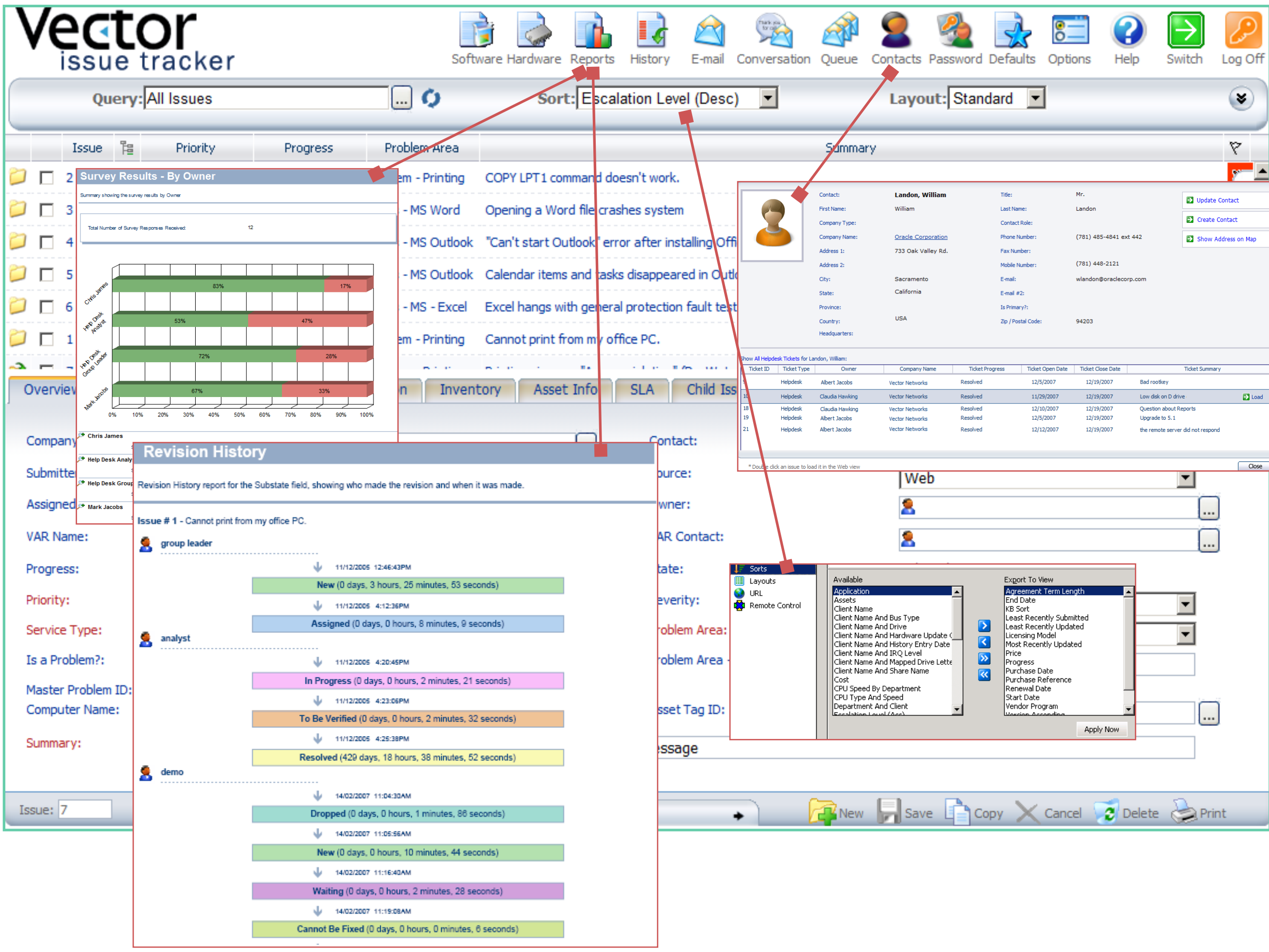
What's New Bulletin

Vector Issue Tracker v6.0

Feature rich internal and external customer support

Version 6.0 represents more than two years of development and one of our most feature-rich releases ever. The following pages highlight many of the enhancements by subject area:

- **Issue and Workflow Management**
- **User and Contact Management**
- **Security**
- **User Interface**
- **Integration**
- **Reporting**
- **Performance**



Issue and Workflow Management

Enhanced E-mail Workflow and Automation

The automatic linking of incoming e-mails to users or contacts now supports multiple e-mails per contact.

Issue Tracker will recognize when emails are sent from the same contact even if they are sent from different e-mail addresses, such as @company.com and @gmail.com.

These e-mails will be linked to the same contact, further facilitating the handling of issues via e-mails.

In addition, Issue Tracker 6.0 can now automatically associate a company to a new contact created via e-mail.

When creating contacts from e-mails, the system will look for possible matches among all companies using the domain of the incoming e-mail. If it finds a match, the contact will automatically become an employee of the company.

Automatic update of progress on arrival of e-mails from Contacts

When enabled, this feature will kickstart an issue's SLA whenever an e-mail sent from the contact is received and the issue's escalation is set to "Paused".

Increased reliability and efficiency of the e-mail workflows and automation

The performance, efficiency and reliability of the e-mail workflows and automation has been greatly enhanced by the new E-mail Integrity feature, which constantly monitors the e-mail integration performance and accuracy.

Enforced Issue Closure Order

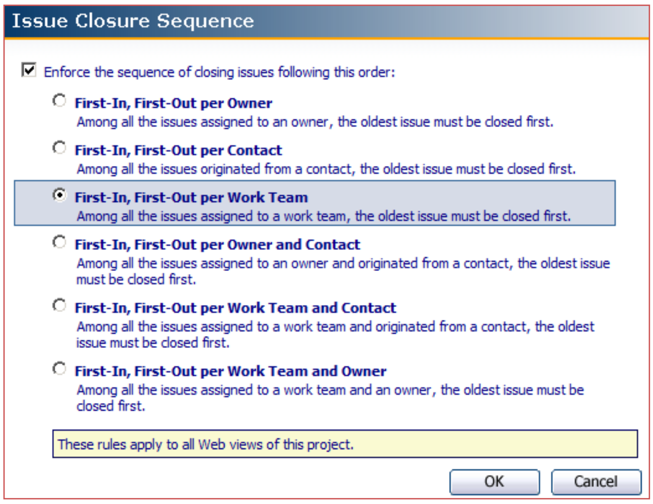
This new feature allows you to define the order in which issues will be closed in the project. There are multiple options available, among them:

o First-In, First-Out per Contact

Among all the issues originated from a contact, the oldest issue must be closed first.

o First-In, First-Out per Work Team and Owner

Among all the issues assigned to a work team and an owner, the oldest issue must be closed first.



Required and Read-Only fields per view

Previously, you could only define required fields and read-only fields project-wide, that is, for all Web views. In Issue Tracker 6, you can now configure these per Web view for complete flexibility.

New Workflow Template Types:
- Hidden Fields

Administrators can now create simple workflow rules that are capable of hiding or showing fields depending on certain conditions, all well supported by the rest of the workflow framework and managed from the Web-based workflow editor.

- Required Fields

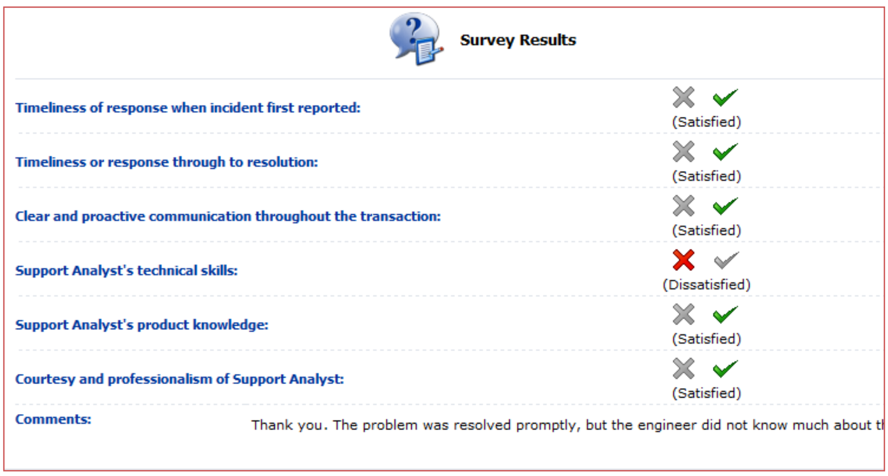
Administrators can now create simple workflow rules that are capable of making fields required, on-the-fly, depending on certain conditions, all supported by the rest of the workflow capabilities and defined by using the Web-based editor.

- Hidden Tabs

Administrators can now create simple workflow rules that are capable of hiding or showing tabs depending on certain conditions, all working in concert with the rest of the workflow and defined by using a user-friendly Web-based editor.

Follow-up Survey

Issue Tracker has the capability of offering surveys out-of-the-box. Once a ticket is closed, the end user will receive a unique URL that points back to a survey regarding their experience and satisfaction. Because each email will contain a unique URL, the end user will not have to enter their name or a ticket number. Instead, the survey will be pre-loaded with that data and the end user will only have to answer a few quick questions using a simple pre-formatted template. All questions and even the number of questions will be easily configurable so clients can make changes to the surveys when needed. Most importantly, the functionality will be very versatile and need not only be employed this way.



Issue Questionnaire

A customer could use this survey tool as a follow up to the initial ticket submission to get more information, i.e. I send an email to the Help Desk saying that my important application won't load. The system could respond with several questions that help isolate the issue and appropriately direct the ticket to the best technician for the problem.

To provide full control on this functionality, a new Survey view type has been added as well as Rating field types with unique, user-friendly UI (two modes: 5 Stars or X and Tick).

User and Contact Management

Enhanced Users and Contacts Management

Users and Contacts management offers enhanced functionality and configurability, in addition to a more standard user interface.

New fields are now available out-of-the-box, such as multiple Telephone fields, multiple Address fields, multiple E-mail fields, separate display name and first/last names, Microsoft Dynamics/Great Plains ID (available for integrations with Microsoft Dynamics Contacts).

In Issue Tracker 6.0, we introduce Users and Contacts Web views, enhancing searching capabilities and allowing your organization to give limited access to managing certain accounts for specific users.

All the power and flexibility of regular Web views is now available for managing Contacts.

The integration with Active Directory users and contacts has been extended and it includes some new fields out-of-the-box, such as Company, Department and Telephone.

Quick Contact Details Dialog

A new quick contact information dialog is accessible from any user, contact or company field, in all Web views, ensuring the most important contact and user information is always one click away.

As soon as the dialog opens, it will show all open issues of the contact or company, with the ability to also query for closed issues and more.

Additional features such as Show Address on Map, Profile Photo, Show Caller ID (when integrated with a phone system) and the convenient link to easily create or update contacts, greatly improve on usability and response times.

Administrators can easily configure the content of the quick contact information dialog to match the needs of different users, showing only the authorized information.

Companies and VARs

Companies and Value Added Resellers (VARs) are better supported out-of-the-box. By default, if the Company Name is entered, the Contact list will be filtered to only show contacts that belong to the selected company. The same functionality is also available by default for the new fields VAR Name and VAR Contact.

Security

SSL over POP and SMTP

Security has been improved by adding support for SSL over POP, mainly used for processing incoming emails, and SMTP, for outgoing e-mails. This functionality is particularly important for distributed organizations that have e-mail servers outside the data center.

Public and Protected Knowledge

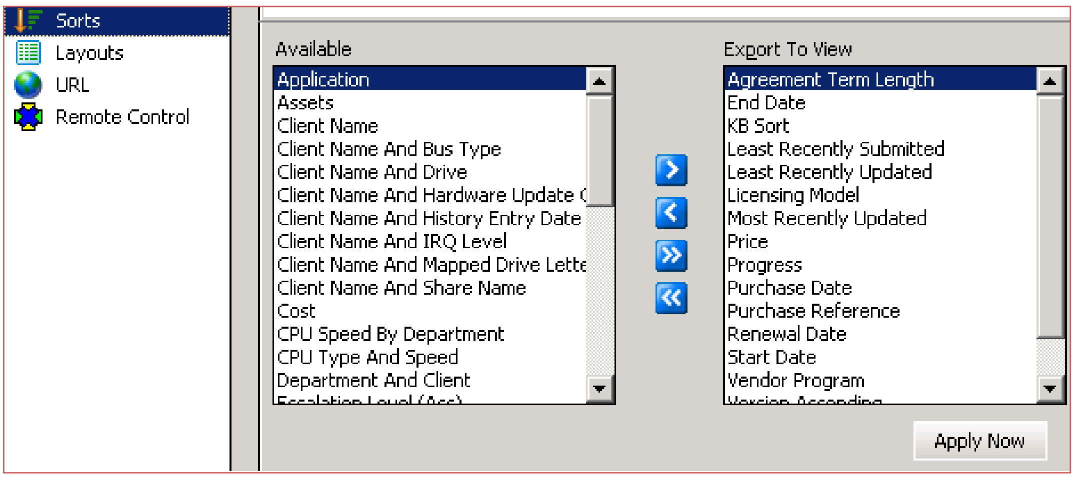
Knowledge Base views have now the capability to easily segment information as either public or protected, as well as allowing for different types of articles or information depending on the content or any other categorization.

Therefore, users logging on to the knowledge base will only be able to view the articles available to them, with access to additional information and articles that are uniquely tailored to their role and responsibilities.

User Interface

Reports, Layouts and Sorts per Web view

Administrators can easily define in the Web View Editor what Reports, Layouts and Sorts will be available per Web view. A default query, sort and layout to be used by all users can be also specified per Web view.



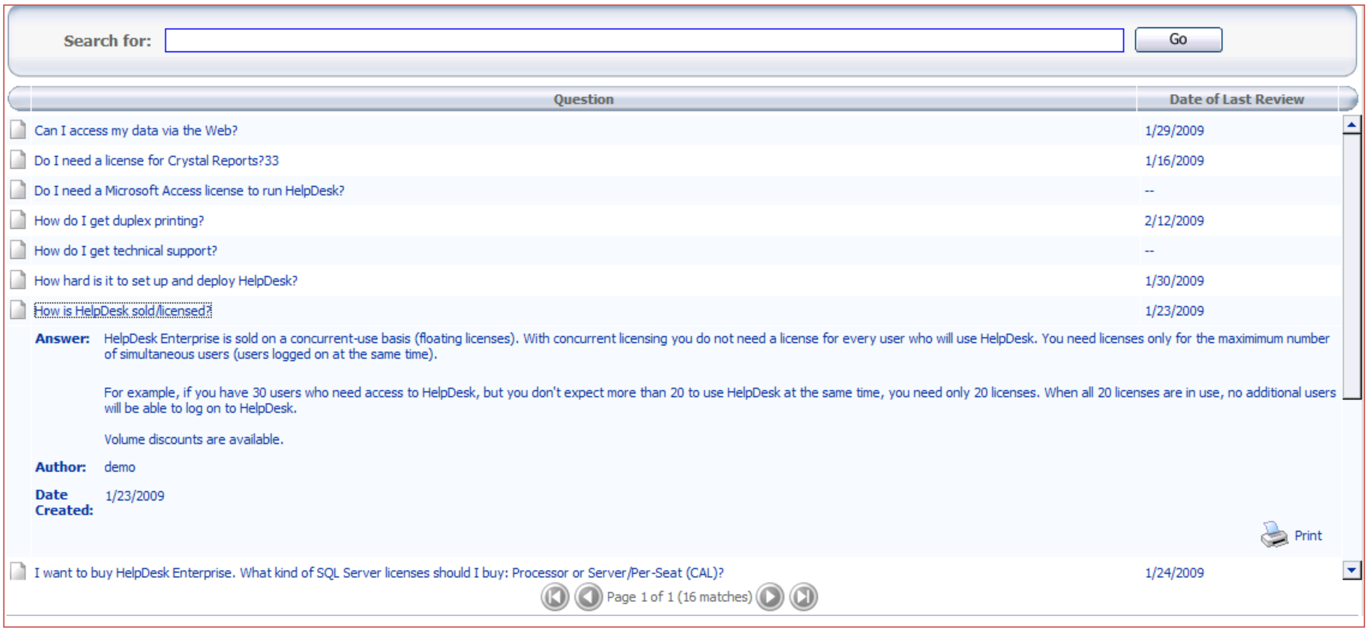
FAQs

Issue Tracker introduces the simplest way to create, manage and evolve FAQs, taking advantage of the well-known capabilities of security, configurability, and control of data published.

To support this functionality, a new FAQ type of view has been created, where administrators can customize the fields that appear in the FAQ, and make changes to the layout.

FAQs have built-in searching, in addition to the simple listing.

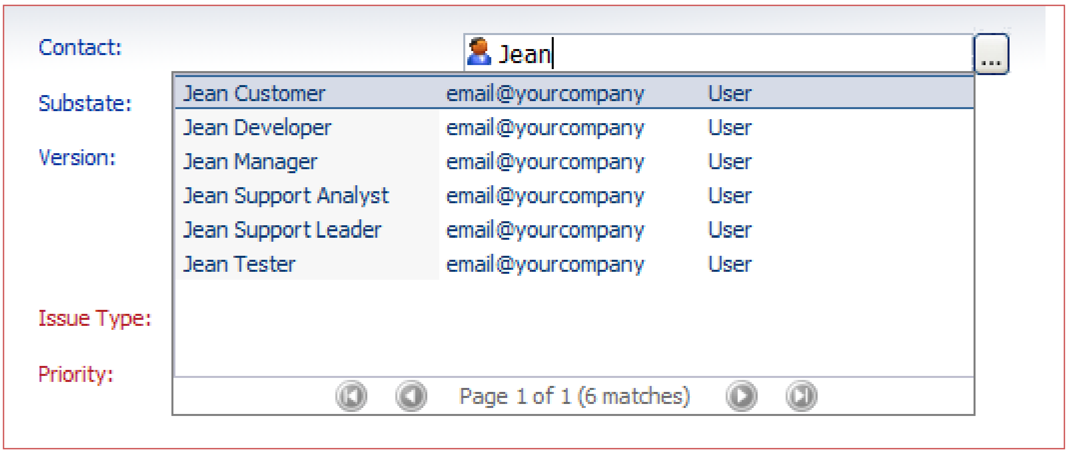
FAQ views list questions, rather than issues. When you click on one, it expands right there in the summary list. The view does not have an Issue Details pane.



AutoSuggest Options as you type

The new AutoSuggest feature makes it easier for users to select values in single choice fields, especially those having many options such as contacts, countries and cities.

When enabled, it converts the single choice dropdown to a textbox that automatically filters and shows the options as you type.



Auto-Refresh Summary List

In the Web views, you can now make the Summary List refresh automatically; great for monitoring activity or used as a console. The refresh rate can also be specified for greater control.

Delete Issues from the Web view

User with the necessary permissions can now delete issues right from the web views.

Web View Tab Text

Administrators can now easily display custom rich-formatted text at the top of the first tab of the Web view. The functionality includes a new attribute for specifying a CSS class to use for the text.

Option for filtering inside the selected query results or not

A very convenient option when using the summary list and searching for specific issues allows the user to search within the results or search in all issues, without having to pre-select any query.

New Web View Field Attribute: Caption Span

Caption Span works similar to Column Span. If you have a Caption Span of 2, and a Column span of 1, the field's caption will take up the majority of the horizontal space available, whereas the actual control will appear to the extreme right of the page, taking up less space. A good example of this can be seen in the Survey view.

Integration

Integration with Microsoft Dynamics: Customers and Contacts

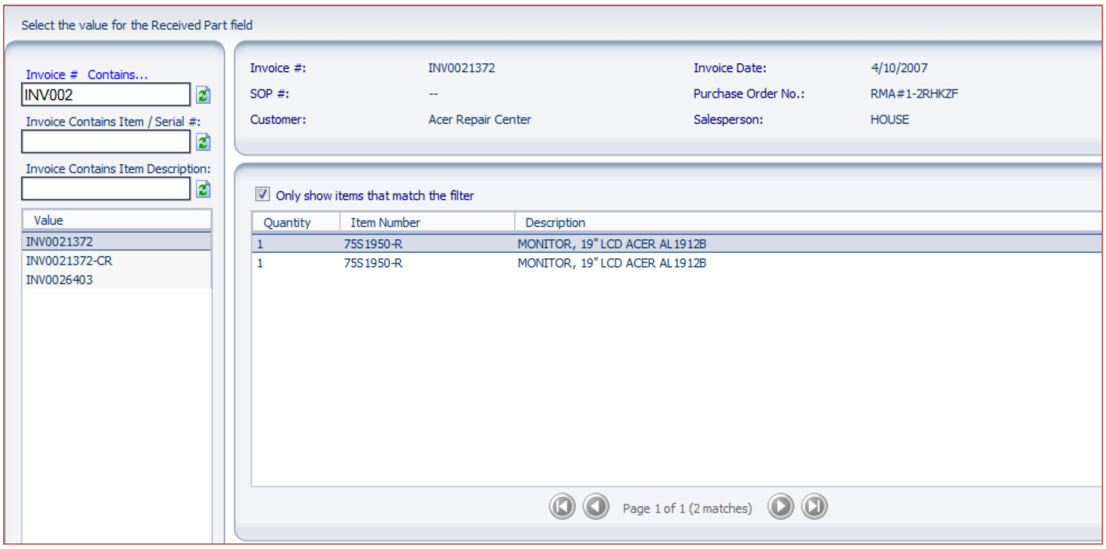
The Issue Tracker system synchronizes with Customer accounts in Microsoft Dynamics, automatically importing them as users, contacts or companies. Integrations with multiple Microsoft Dynamics servers is possible and administrators can define any number of rules of what accounts are integrated and how.

Integration with Microsoft Dynamics: Data

In addition to the ability to synchronize with Contacts, Issue Tracker can synchronize with invoices and RMAs with Microsoft Dynamics GP/Great Plains, importing relevant fields and showing invoice information from a Web user interface.

Combined with the new RMA Tickets functionality, it brings extra functionality, all integrated with the rest of the system.

It allows the user to view and select serial numbers from Great Plains invoices as well as shipping information, purchase orders and more, all in real-time.



Integration with SIP-compatible phones

Great value can be gained by providing the analyst with instant access to key data about the person or organization that is calling.

Vector's Issue Tracker and its IT support HelpDesk derivative can now establish browser-based connection with any SIP based VoIP telephony system, such as Cisco's, and trigger the phone system to relay the caller ID for any call made to the specific analyst extension. This enables a pop-up to be displayed to the analyst, with key information concerning the caller.

Enhanced Integration with Asset Management

Tracking incidents, problems and change management requests associated to IT equipment has never been easier. In addition to computer hardware, software and changes, the details of non-computer asset types are now fully accessible from Issue Tracker. Browse and search for computers and other assets efficiently then link them to tickets.

Reporting

Revision History Reports

New Revision History reports allow users to visualize in a graphical and simplified way the history of the issue at a glance, including the time the issue stayed at each status and the responsible persons.

General

Performance enhancements

Performance has been greatly enhanced throughout the entire product by using several advanced Web techniques.

For more information and assistance with your upgrade -

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