Vector

WHAT’S NEW IN VECTOR ISSUE TRACKER 7

FIRST GLANCE

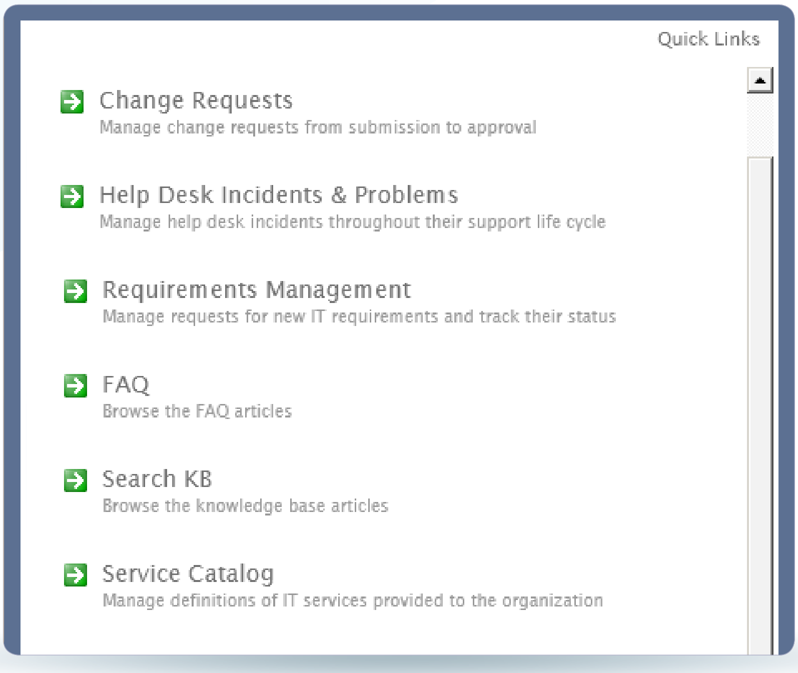
Issue Tracker 7 is our largest release in the product's history. It provides new **architecture**, new **functions**, new **usability** and new **manageability**. This bulletin outlines the changes under those four headings.

If you are using Issue Tracker in an IT support role, you will find an improved ITIL orientation with workflow and reporting connecting Incident, Problem and Change Management processes. We have also rolled in a number of other valuable Issue Tracker templates enabling you to implement other complementary IT management functions, such as Maintenance Contract Management. Pro-actively manage software maintenance contracts, whether they are associated to software, servers or other types of assets. (Integrates with Vector Asset Management for keeping track of maintenance contracts of automatically discovered computers, printers and other IT assets.)

Whatever your application of Vector Issue Tracker, if you have any special customizations, get in touch with your sales contact, or email **support@vector-networks.com**, to arrange your free upgrade survey.

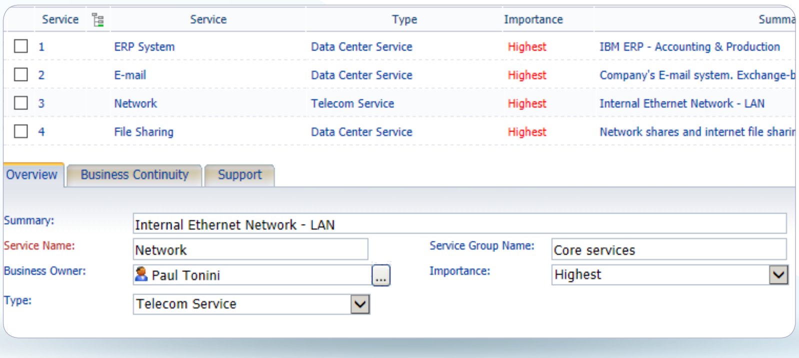
ARCHITECTURE

✓ ITIL Orientation with Incident, Problem and Change Management



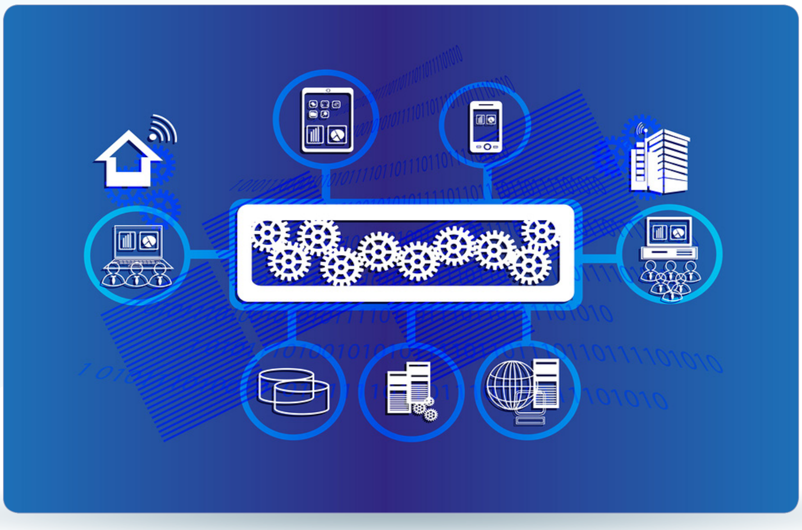
Out of the box workflows connect these key ITIL processes. Ideal for the midrange organization that wants to adopt key ITIL concepts quickly and easily, while retaining the option to increase sophistication later on.

✓ Service Catalog



The catalog of services provided by IT enables the organization to define service level agreements (SLAs) and any other performance measure for each service. These service level definitions are then used to direct and measure the responsiveness to each incident affecting a particular service and class of user. For example, the email service provided to Sales might be given the highest grade SLA. Reporting focuses on the performance in resolving issues affecting each category of IT service in the catalog.

✓ SOA Web API for third party integration.



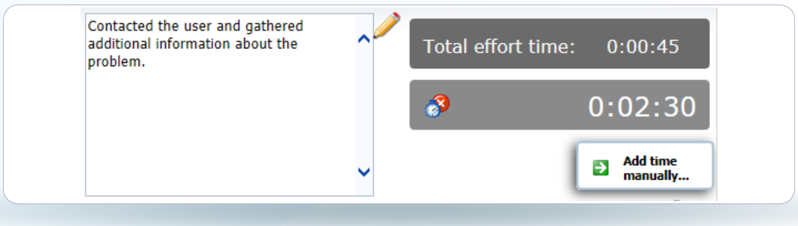
With organizations increasingly looking to IT for innovation in business practices, the ability for cloud-based CRM systems to create issues in Vector Issue Tracker through its SOA API is an important item for the checklist. (This capability adds to the existing COM/ActiveX based integration which was fine if the calling system was locally connected but which is inappropriate for cloud-based integrations.)

FUNCTIONALITY

✓ Dashboards

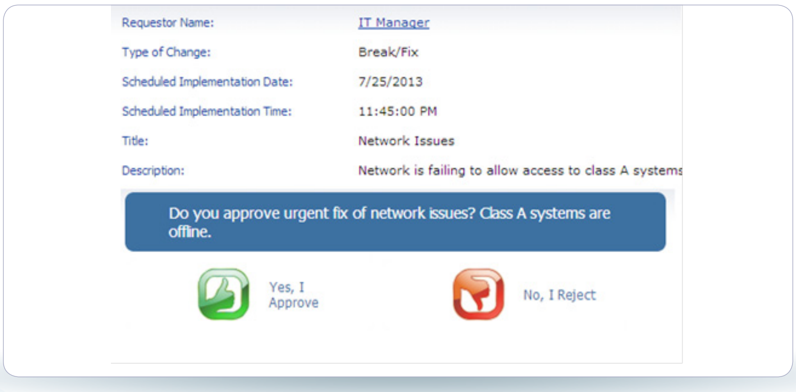
Every Issue Tracker user can now have their own dashboard, customized by simply choosing the KPIs that are relevant to them. Dashboards among senior IT service managers are likely going to be focussed on performance of the services they are responsible for!

✓ Time Tracking



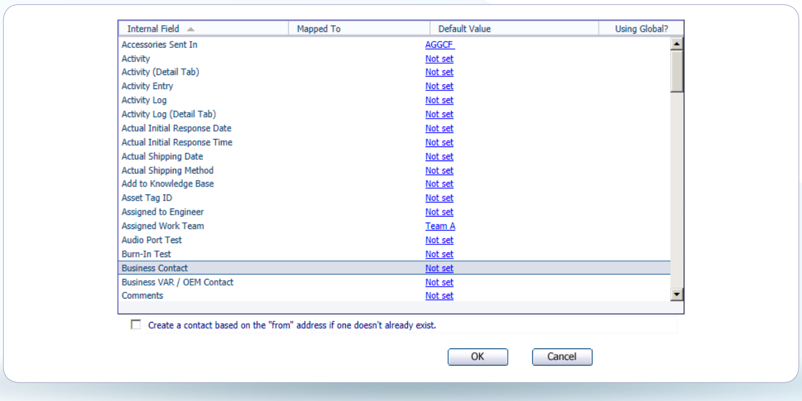
Track the Time spent per user - who did what, when, and how long it took. Key information integrated with the Issue Activity Log for measuring performance, recording costs and managing time-based chargeback.

✓ Change Requests



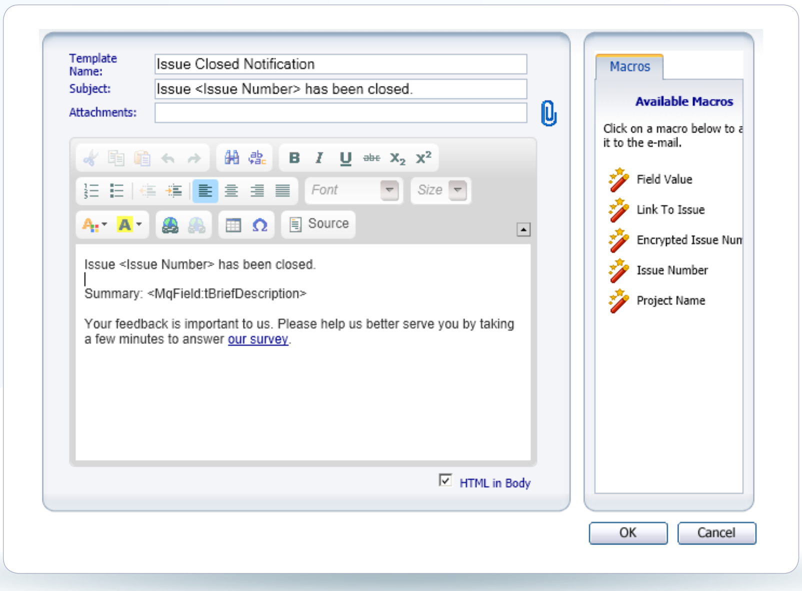
The new user-friendly Change Request dialog is at the heart of our new Change Management process. The process features multi-level approvals and voting across departments, based on your policies and organizational structure.

✓ Update Issues by Email



Mobility – now a key requirement for many IT professionals. Update fields, close or re-assign issues by email. Close a ticket with a simple email sent to the system. Let fully customizable emails support your complex workflows and automate your processes from a phone.

✓ Enhanced Email Templates

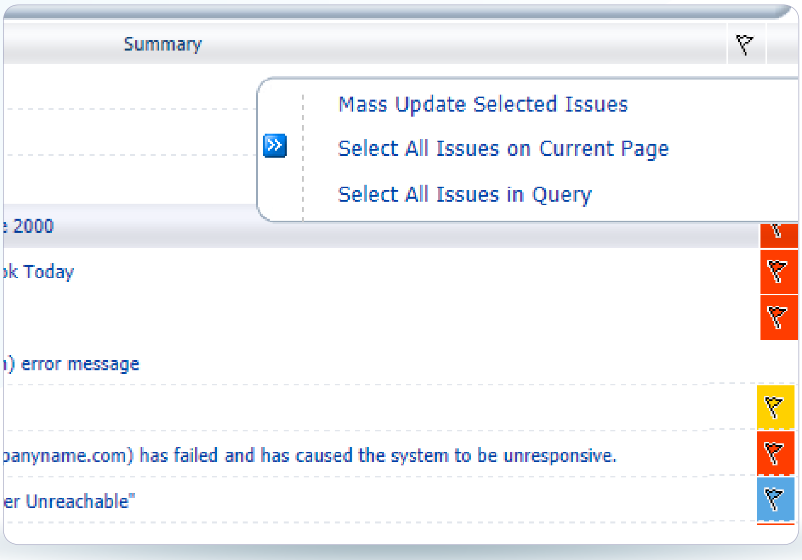


Save time with more powerful canned responses and email templates. Ensure your standards are met using the customizable e-mail templates for the responses. Add macros to templates to automatically pull up fields. Include Attachments as part of the templates when you need to include files.

✓ More automation in Contact Management

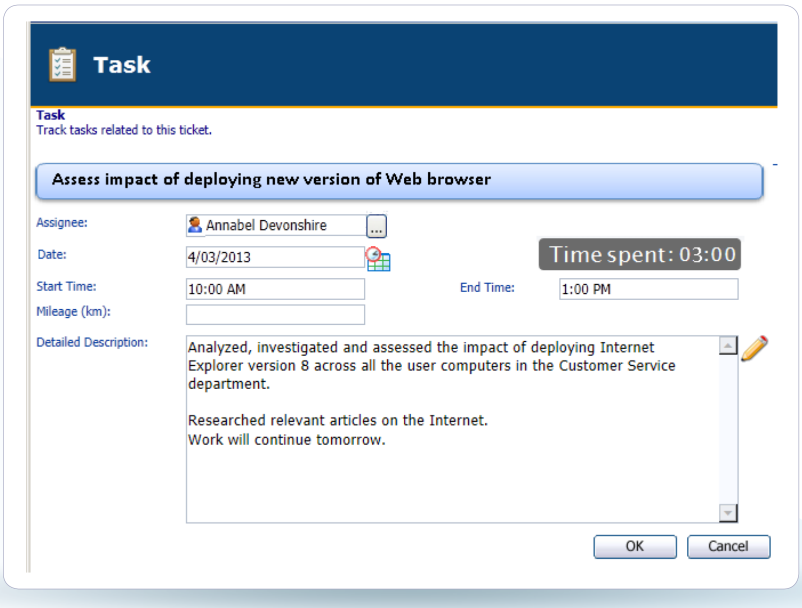
Automatically create new contacts from incoming e-mails and automatically associate them to existing companies based on the matching email address.

✓ Batch Issue Updates



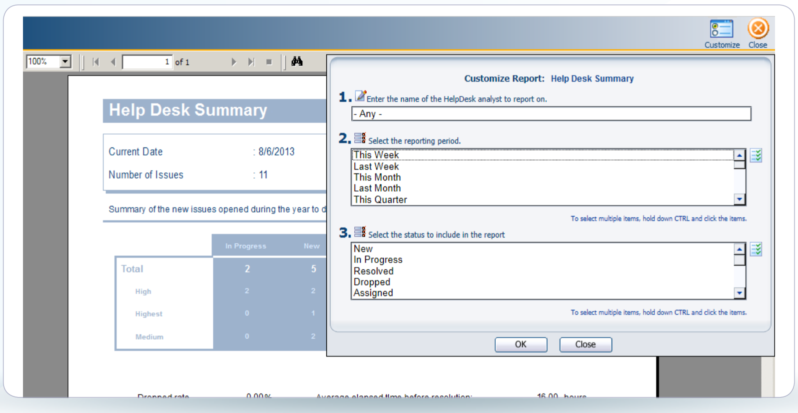
Update multiple issues, incidents or requests at once. Reassign all issues of a given person in one operation. Simply select the individual issues to update or use the powerful "update all the issues in a query", matching specific conditions.

✓ Tasks – new concept!



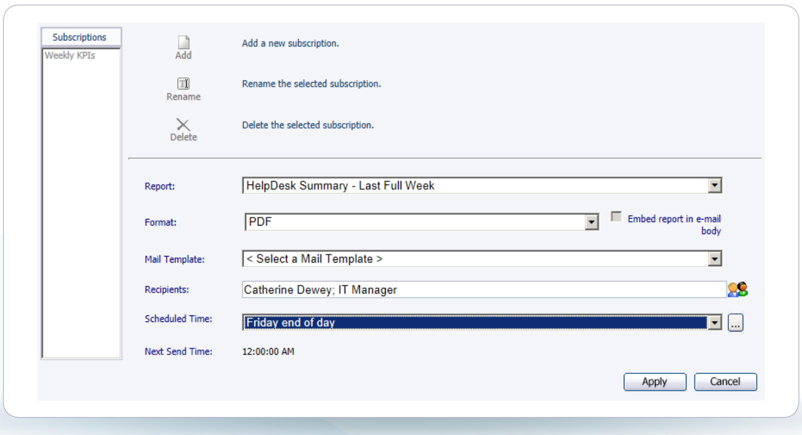
Tasks are discreet pieces of work that are required to complete the investigation or resolution of an issue. Tasks are defined within an Issue. They are assigned and time-tracked so work can be distributed among several members of the team.

✓ Reporting: parameter changes in real-time



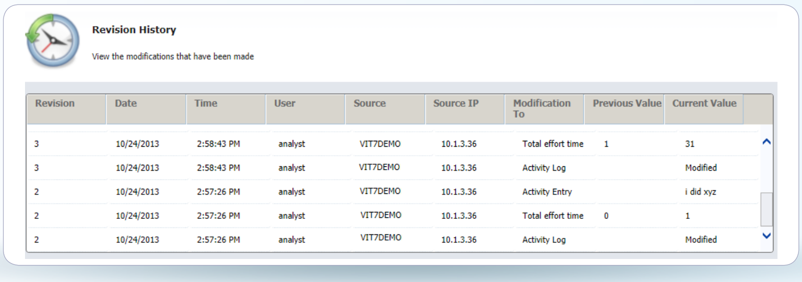
Customize reports from the Web to get the information you need, when you need it. Modify the reporting period, the status and other parameters of the reports in a few simple clicks.

✓ Subscribing to Reports



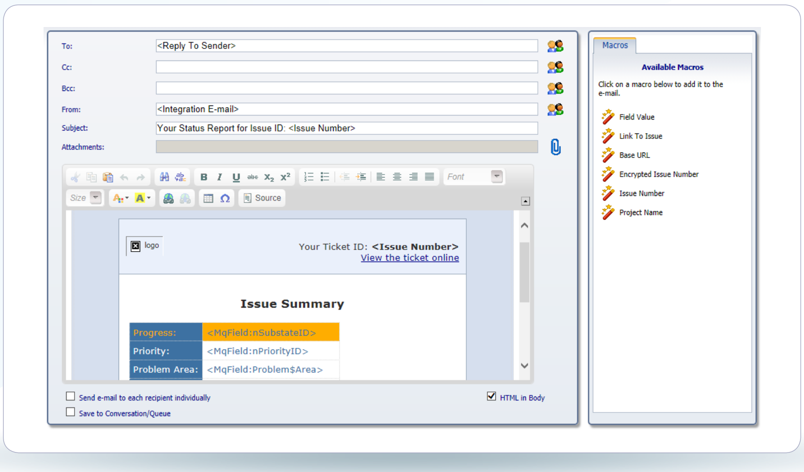
Save time. Deliver the weekly KPIs to your management's mailboxes. The new report subscription function allows your key users (actually any users...) to receive scheduled reports via email.

✓ Issue History – more detail



The History of the issue now contains the source computer/ IP address in addition to the user, time and change. Supports increased security and user audits.

✓ Various email integration enhancements



- Customize e-mail notifications per contact and company.
- Automatically identify and process emails sent from different email addresses of the same contact as originated from the same person.
- Support for BCC in emails sent by users and automatically by the system.
- View automated e-mail notifications sent by the system within the email conversation history of the issue.
- Enhanced HTML Email Template with Activity Log.
- Support custom From addresses per project in automatic email notifications.
- Resolve Contact name into multiple emails.

USABILITY

✓ Productivity with Shortcuts

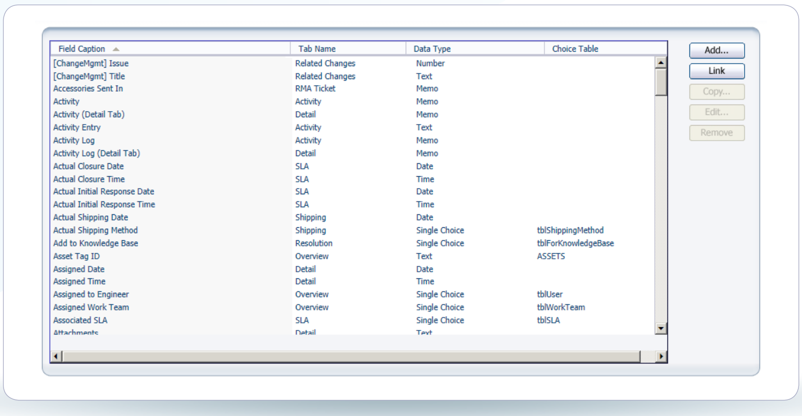
Increase your productivity with small but important details like Keyboard shortcuts in the Web browser and the one click "Create as Child Issue".

Also:

- Special colour-coded UI for VIP issues.
- Project specific labelling.
- Field description captions.
- Improved usability for end-users, especially in submit-only and self-service.
- Support for IE10.

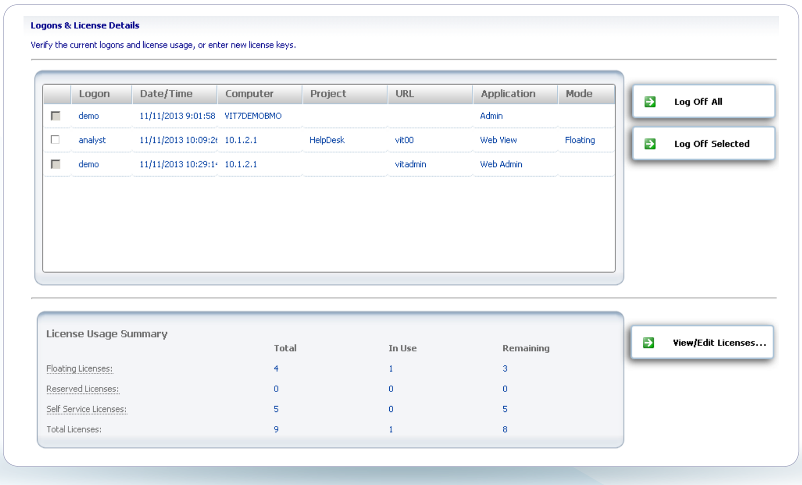
MANAGEABILITY

✓ Web-based Field Editor



Add, remove, rename and make any changes to the form fields using the Web-based Field Editor. *Changes to fields can be made with users active – no log-offs required.*

✓ New Web Admin functions



Monitor user logons, manage licenses, global and project settings from the Web Admin.

✓ More possibilities for a custom UI

Easily configure Issue Tracker with the customer's corporate identity. Add custom banners, custom fields, custom information areas, and more.