# Vector



# WHAT'S NEW IN VECTOR ISSUE TRACKER 7

# FIRST GLANCE

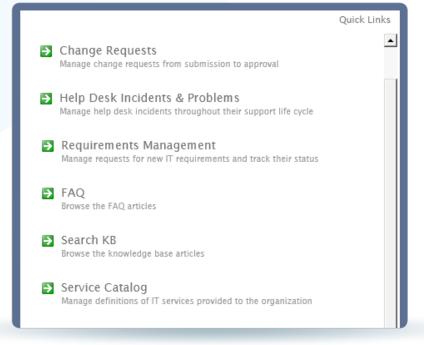
Issue Tracker 7 is our largest release in the product's history. It provides new **architecture**, new **functions**, new **usability** and new **manageability**. This bulletin outlines the changes under those four headings.

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.

√	S	er	vice Cata	log		
	Service		Service	Туре	Importa	ance Summa
	1		ERP System	Data Center Service	Highes	t IBM ERP - Accounting & Production
	2		E-mail	Data Center Service	Highes	t Company's E-mail system. Exchange-b
	3		Network	Telecom Service	Highes	t Internal Ethernet Network - LAN
	4		File Sharing	Data Center Service	Highes	t Network shares and internet file shari
Overv Summa		Busin	ess Continuity Support			
Service	Name:		Network		Service Group Name:	Core services
lusines	s Owner:		🤱 Paul Tonini		Importance:	Highest 🗸
ype:			Telecom Service	~		

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



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!

<b>√</b> T	ime Tracking		
	Contacted the user and gathered additional information about the problem.	Total effort time: 0:00:0	
		V Add ti manu	me

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

Requestor Name:	IT Manager
Type of Change:	Break/Fix
Scheduled Implementation Date:	7/25/2013
Scheduled Implementation Time:	11:45:00 PM
Title:	Network Issues
Description:	Network is failing to allow access to class A systems
offine.	t fix of network issues? Class A systems are

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

Internal Field 🔺	Mapped To	Default Value	Using Glo	bal?
Accessories Sent In		AGGCF		-
Activity		Not set		
Activity (Detail Tab)		Not set		
Activity Entry		Not set		
Activity Log		Not set		
Activity Log (Detail Tab)		Not set		
Actual Initial Response Date		Not set		
Actual Initial Response Time		Not set		
Actual Shipping Date		Not set		
Actual Shipping Method		Not set		
Add to Knowledge Base		Not set		
Asset Tag ID		Not set		
Assigned to Engineer		Not set		
Assigned Work Team		Team A		
Audio Port Test		Not set		
Burn-In Test		Not set		
Business Contact		Not set		
Business VAR / OEM Contact		Not set		
Comments		Not set		-
Create a contact based on th	e "from" address if one doesn't a	already exist.		
		ОК	Cancel	

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

Name:	Issue Closed Notification	Macros
Subject:	Issue <issue number=""> has been closed.</issue>	Available Macros
i∃ III A: ▼ A ▼ Issue <iss U Summary: Your feed</iss 	B I U ete X <sub>2</sub> X <sup>2</sup> Font V Size V	Click on a macro below to it to the e-mail. Field Value Link To Issue Encrypted Issue Nu Issue Number Project Name
	HTML in Body	

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.



Summary		7
	Mass Update Selected Issues Select All Issues on Current Page Select All Issues in Query	
2000		8
)k Today		8
i) error message		۴
panyname.com) has failed and has cau	sed the system to be unresponsive.	8
er Unreachable"		٣

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!

Task				
Track tasks related to th	is ticket. of deploying new versio	n of Web browser		
Assignee:	Annabel Devonshire			
Date:	4/03/2013	<b>Q</b>	Time spei	nt:03:00
Start Time:	10:00 AM	End Tin	ne: 1:00 PM	
Mileage (km):				
Detailed Description:	Analyzed, investigated a Explorer version 8 acros department. Researched relevant arti Work will continue tomo	s all the user computer		
				-

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

100%	€ € 1 of 1	<b>•</b> • • =   <b>4</b>	Customize Report: Help Desk Summary
	Help Desk S	ummary	In the name of the HelpDesk analyst to report on. Any -
	Current Date Number of Issues Summary of the new Issu	: 8/6/2013 : 11	2. ■ Select the reporting period.   This Week   Last Week   Last Month   This Quarter
		In Progress	To salest multiple teams, hold down CTRL and click the teams.
	Total <sub>High</sub>	2 2	5 Resolved Dropped Assigned *
	Highest Medium	0 0	To select multiple terms, hold down CTRs and club the terms.
	Drenned role	0.00%	

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

Subscriptions Weekly KPIs	Add	Add a new subscription.	
	Rename	Rename the selected subscription.	
	× Delete	Delete the selected subscription.	
	Report:	HelpDesk Summary - Last Full Week	×
	Format:	PDF	Embed report in e-mail body
	Mail Template:	< Select a Mail Template >	×
	Recipients:	Catherine Dewey; IT Manager	<u></u>
	Scheduled Time:	Friday end of day	
	Next Send Time:	12:00:00 AM	
			Apply Cancel

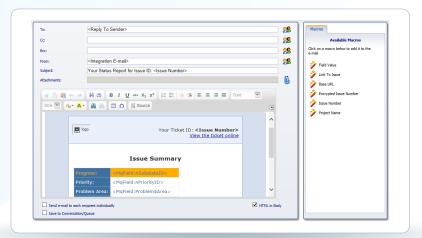
Save time. Deliver the weekly KPIs to your management's mailboxes. The new report subscription function allows your key users (actually any users...) to receive scheduled reports via email.

### ✓ Issue History – more detail

	Revision History								
Revision	Date	Time	User	Source	Source IP	Modification To	Previous Value	Current Value	
3	10/24/2013	2:58:43 PM	analyst	VIT7DEMO	10.1.3.36	Total effort time	1	31	-
3	10/24/2013	2:58:43 PM	analyst	VIT7DEMO	10.1.3.36	Activity Log		Modified	
2	10/24/2013	2:57:26 PM	analyst	VIT7DEMO	10.1.3.36	Activity Entry		i did xyz	
2	10/24/2013	2:57:26 PM	analyst	VIT7DEMO	10.1.3.36	Total effort time	0	1	
2	10/24/2013	2:57:26 PM	analyst	VIT7DEMO	10.1.3.36	Activity Log		Modified	~

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

Field Caption 🔺	Tab Name	Data Type	Choice Table	Add
[ChangeMgmt] Issue	Related Changes	Number		
[ChangeMgmt] Title	Related Changes	Text		Link
Accessories Sent In	RMA Ticket	Memo		Copy
Activity	Activity	Memo		
Activity (Detail Tab)	Detail	Memo		Edit
Activity Entry	Activity	Text		Remove
Activity Log	Activity	Memo		Keniove
Activity Log (Detail Tab)	Detail	Memo		
Actual Closure Date	SLA	Date		
Actual Closure Time	SLA	Time		
Actual Initial Response Date	SLA	Date		
Actual Initial Response Time	SLA	Time		
Actual Shipping Date	Shipping	Date		
Actual Shipping Method	Shipping	Single Choice	tblShippingMethod	
Add to Knowledge Base	Resolution	Single Choice	tblForKnowledgeBase	
Asset Tag ID	Overview	Text	ASSETS	
Assigned Date	Detail	Date		
Assigned Time	Detail	Time		
Assigned to Engineer	Overview	Single Choice	tblUser	
Assigned Work Team	Overview	Single Choice	tblWorkTeam	
Associated SLA	SLA	Single Choice	tblSLA	
<b>Attachments</b>	Detail	Text		-

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

_								
	Logon	Date/Time	Computer	Project	URL	Application	Mode	Log Off All
Г	demo	11/11/2013 9:01:58	VIT7DEMOBMO			Admin		
	analyst	11/11/2013 10:09:20	10.1.2.1	HelpDesk	vit00	Web View	Floating	Log Off Selected
Г	demo	11/11/2013 10:29:14	10.1.2.1		vitadmin	Web Admin		
.icer	nse Usage S	Summary						
icer	nse Usage S	Summary	Tota	al	In Use	Remaining		View/Edit Licenses.
	nse Usage S	Summary	Tota 4	al and a second s	In Use 1	Remaining 3		View/Edit Licenses
loatir		Summary		al .				View/Edit Licenses

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.