

# Vector



## WHAT'S NEW IN VECTOR ISSUE TRACKER 7

## FIRST GLANCE

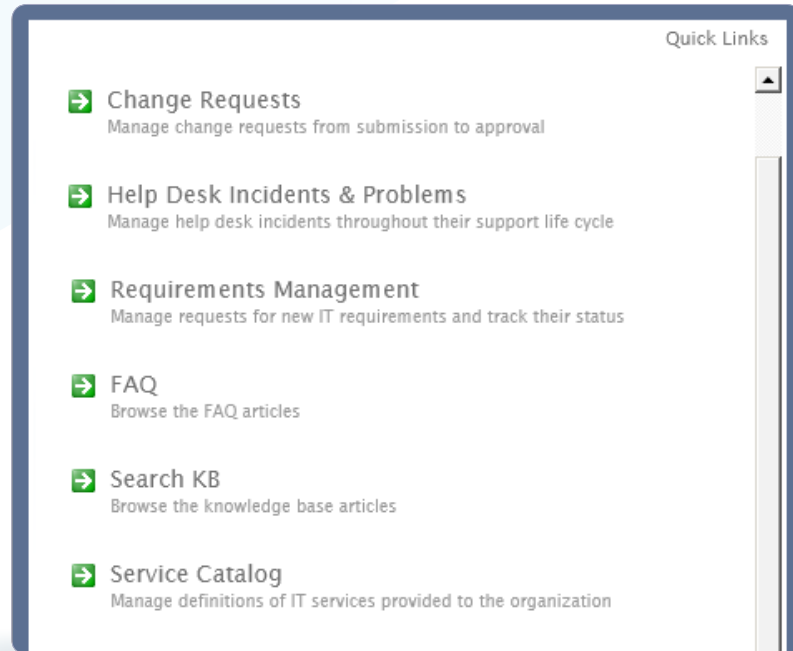
Issue Tracker 7 is our largest release in the product's history. It provides new **architecture**, new **functions**, new **usability** and new **manageability**. This bulletin outlines the changes under those four headings.

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](mailto: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

Service	Service	Type	Importance	Summary
<input type="checkbox"/> 1	ERP System	Data Center Service	Highest	IBM ERP - Accounting & Production
<input type="checkbox"/> 2	E-mail	Data Center Service	Highest	Company's E-mail system, Exchange-b
<input type="checkbox"/> 3	Network	Telecom Service	Highest	Internal Ethernet Network - LAN
<input type="checkbox"/> 4	File Sharing	Data Center Service	Highest	Network shares and internet file sharin

Overview

Business Continuity

Support

Summary:

Internal Ethernet Network - LAN

Service Name: Network

Business Owner: Paul Tonini

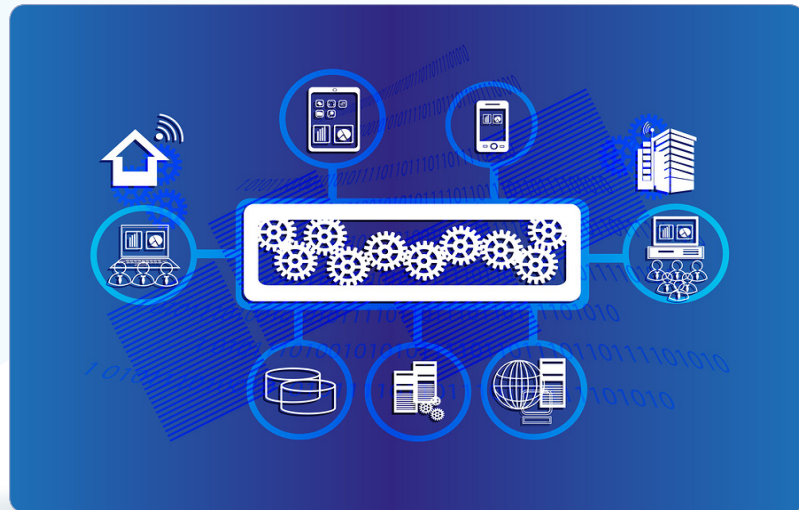
Type: Telecom Service

Service Group Name: Core services

Importance: Highest

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.)

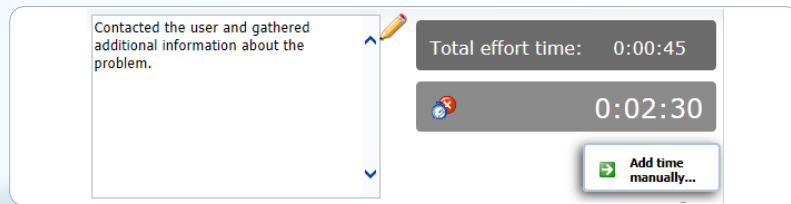
## FUNCTIONALITY

### ✓ Dashboards



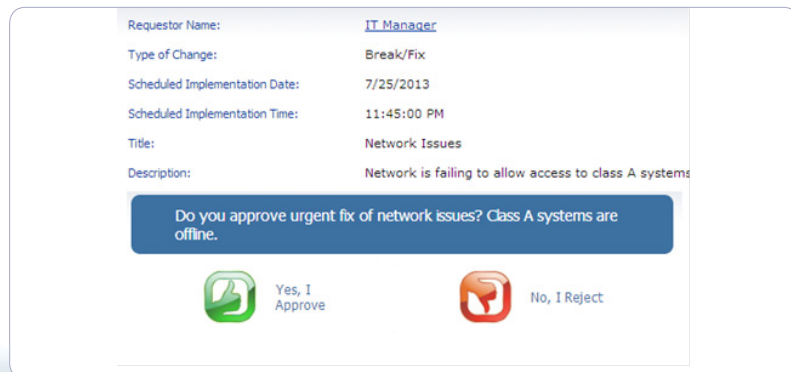
Every Issue Tracker user can now have their own dashboard, customized by simply choosing the KPIs that are relevant to them. Dashboards among senior IT service managers are likely going to be focussed on performance of the services they are responsible for!

## ✓ Time Tracking



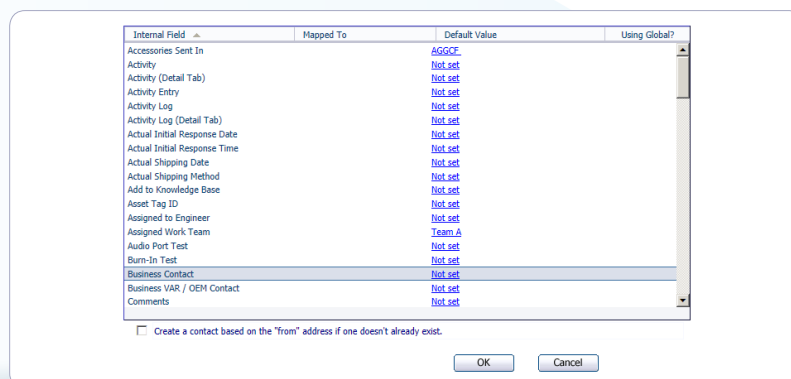
Track the Time spent per user - who did what, when, and how long it took. Key information integrated with the Issue Activity Log for measuring performance, recording costs and managing time-based chargeback.

## ✓ 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.

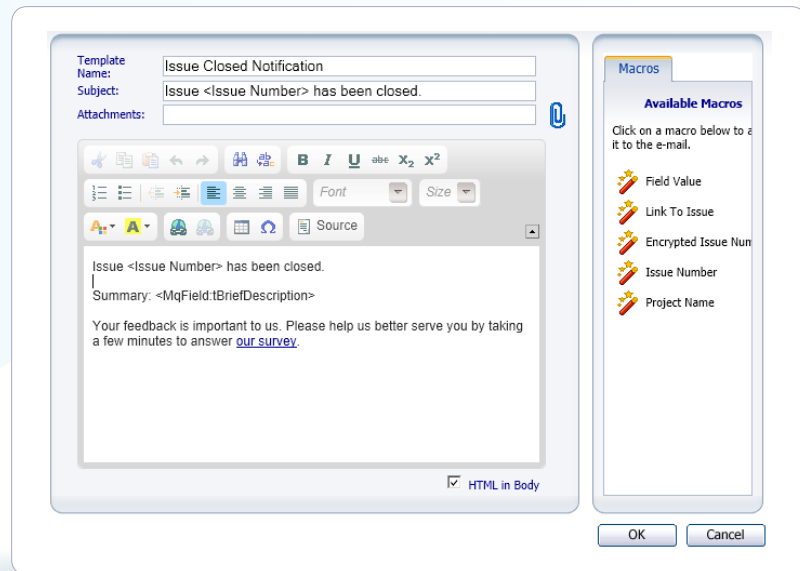
## ✓ Update Issues by Email



Internal Field	Mapped To	Default Value	Using Global?
Accessories Sent In		AGGCE	
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	

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



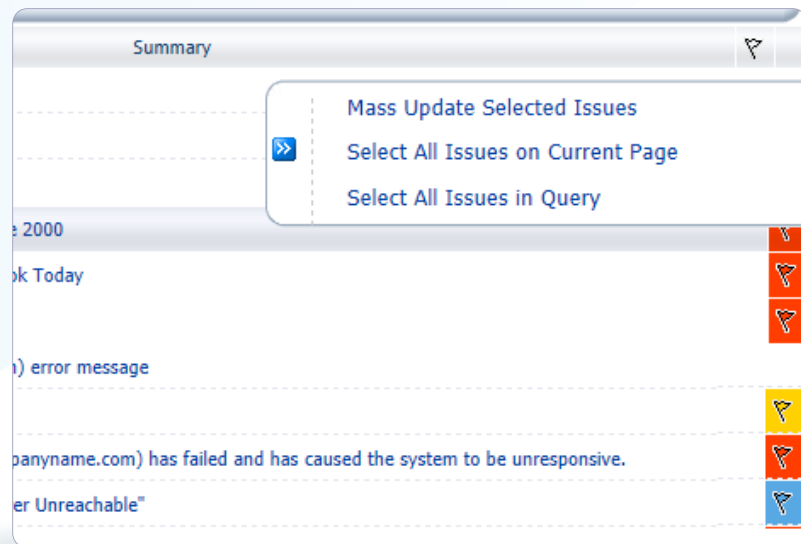
Save time with more powerful canned responses and email templates. Ensure your standards are met using the customizable e-mail templates for the responses. Add macros to templates to automatically pull up fields. Include Attachments as part of the templates when you need to include files.

## ✓ More automation in Contact Management



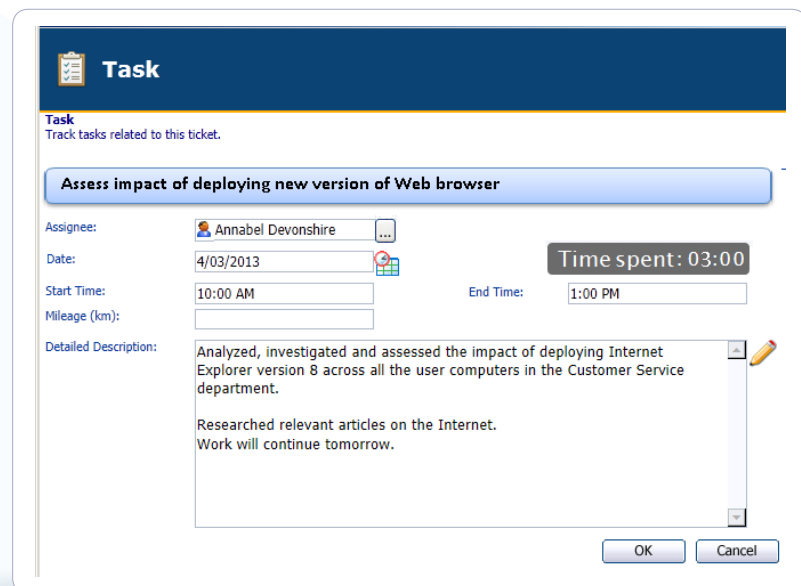
Automatically create new contacts from incoming e-mails and automatically associate them to existing companies based on the matching email address.

## ✓ Batch Issue Updates



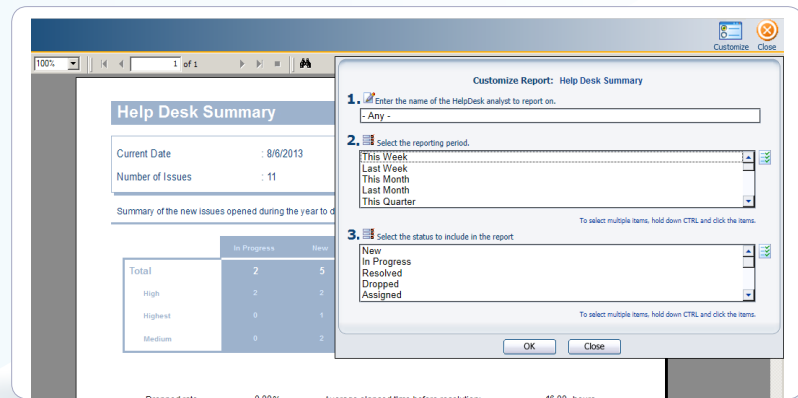
Update multiple issues, incidents or requests at once. Reassign all issues of a given person in one operation. Simply select the individual issues to update or use the powerful “update all the issues in a query”, matching specific conditions.

## ✓ Tasks – new concept!



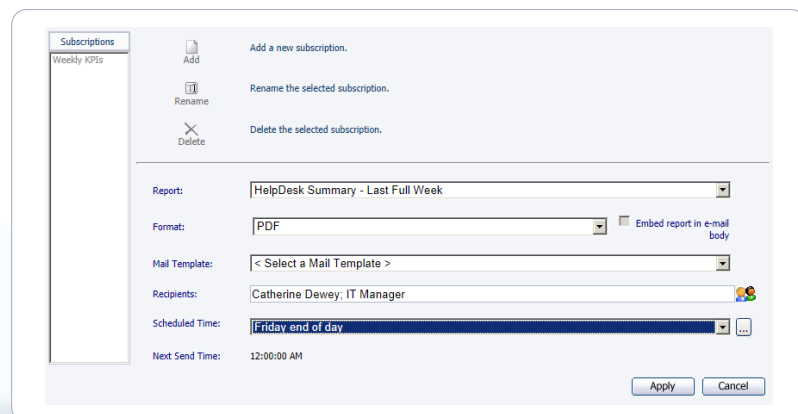
Tasks are discreet pieces of work that are required to complete the investigation or resolution of an issue. Tasks are defined within an Issue. They are assigned and time-tracked so work can be distributed among several members of the team.

## ✓ Reporting: parameter changes in real-time



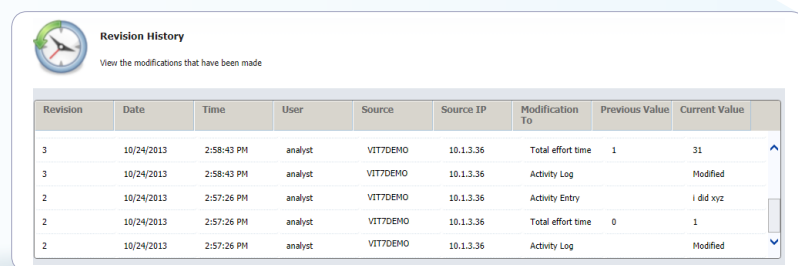
Customize reports from the Web to get the information you need, when you need it. Modify the reporting period, the status and other parameters of the reports in a few simple clicks.

## ✓ 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.

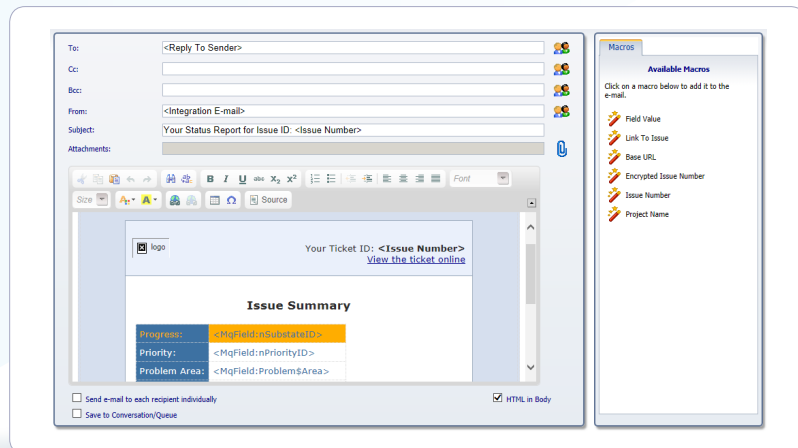
## ✓ Issue History – more detail



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

Field Caption	Tab Name	Data Type	Choice Table
[ChangeName] Issue	Related Changes	Number	
[ChangeName] Title	Related Changes	Text	
Accessories Sent In	RMA Ticket	Memo	
Activity	Activity	Memo	
Activity (Detail Tab)	Detail	Memo	
Activity Entry	Activity	Text	
Activity Log	Activity	Memo	
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	tbShippingMethod
Add to Knowledge Base	Resolution	Single Choice	tbForKnowledgeBase
Asset Tag ID	Overview	Text	ASSETS
Assigned Date	Detail	Date	
Assigned Time	Detail	Time	
Assigned to Engineer	Overview	Single Choice	tbUser
Assigned Work Team	Overview	Single Choice	tbWorkTeam
Associated SLA	SLA	Single Choice	tbSLA
Attachment	Partial	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
<input checked="" type="checkbox"/> demo	11/11/2013 9:01:58	VT7DEMOEMO			Admin	
<input type="checkbox"/> analyst	11/11/2013 10:09:21	10.1.2.1	HelpDesk	vk00	Web View	Floating
<input checked="" type="checkbox"/> demo	11/11/2013 10:29:11	10.1.2.1		vkadmin	Web Admin	

License Usage Summary	Total	In Use	Remaining
Floating Licenses:	4	1	3
Reserved Licenses:	0	0	0
Self Service Licenses:	5	0	5
Total Licenses:	9	1	8

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.