IssueTrak Press Release

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IssueTrak, Inc. announces a new add-on module that creates support issues from incoming email.

IssueTrak customers can now significantly decrease the expenses associated with supporting their internal and external customers by automating issue and problem creation from incoming emails.

Virginia Beach, VA., August 5, 2003 - (http://www.issuetrak.com). In its continuing effort to help customers more effectively reduce the expenses associated with supporting internal and external customers, IssueTrak, Inc. a leading provider of Help and Support Desk solutions announces the IssueTrak **Incoming Email Automation Module**.

In response to customer feedback, IssueTrak has developed a new add-on module that converts incoming emails into manageable issues in the IssueTrak database.

IssueTrak checks email for the specified email account, and for each incoming email message, it creates an issue. The subject of the email becomes the subject of the issue. The body of the email goes into the issue description and the email address of the sender is used to look up the user.

If a user record is not found, IssueTrak will create one, using attributes and other information from a template. This feature can be turned off, if only incoming emails from existing users are to be accepted.

In the System Settings, it is possible to set a default Issue Type for all issues created from incoming email. For example, there might be an Issue Type called "From Support Email". Then all issues created from incoming emails would have this Issue Type.

Any attachments associated with the email message will be added as attachments to the issue that is created.

All email notifications and automatic assignments will function as usual with the incoming email issues.

It is possible to process email from multiple email accounts. For example, there could be separate email accounts for hardware issues and software issues, such as "SupportHW@mycompany.com" and "SupportSW@mycompany.com". In the System Settings, you specify the relevant information for each email account, such as server

name, account name, password, default issue type, etc. IssueTrak processes email from each account. There is no limit on the number of incoming email accounts that IssueTrak can handle.

Email processing is done via a scheduled job in SQL Server. You specify how often you want the job to run, such as every twenty minutes or every five minutes.

The incoming email module will provide another tool for IssueTrak customers to provide unsurpassed support to their clients and associates.

This new module is fully integrated with the IssueTrak Help and Support Desk and has a one-time cost of $750.00. General availability of this module is August 18, 2003.

About IssueTrak
IssueTrak is a leading provider of Help and Support Desk solutions. For more information about IssueTrak, visit our Web site at http://www.issuetrak.com.

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