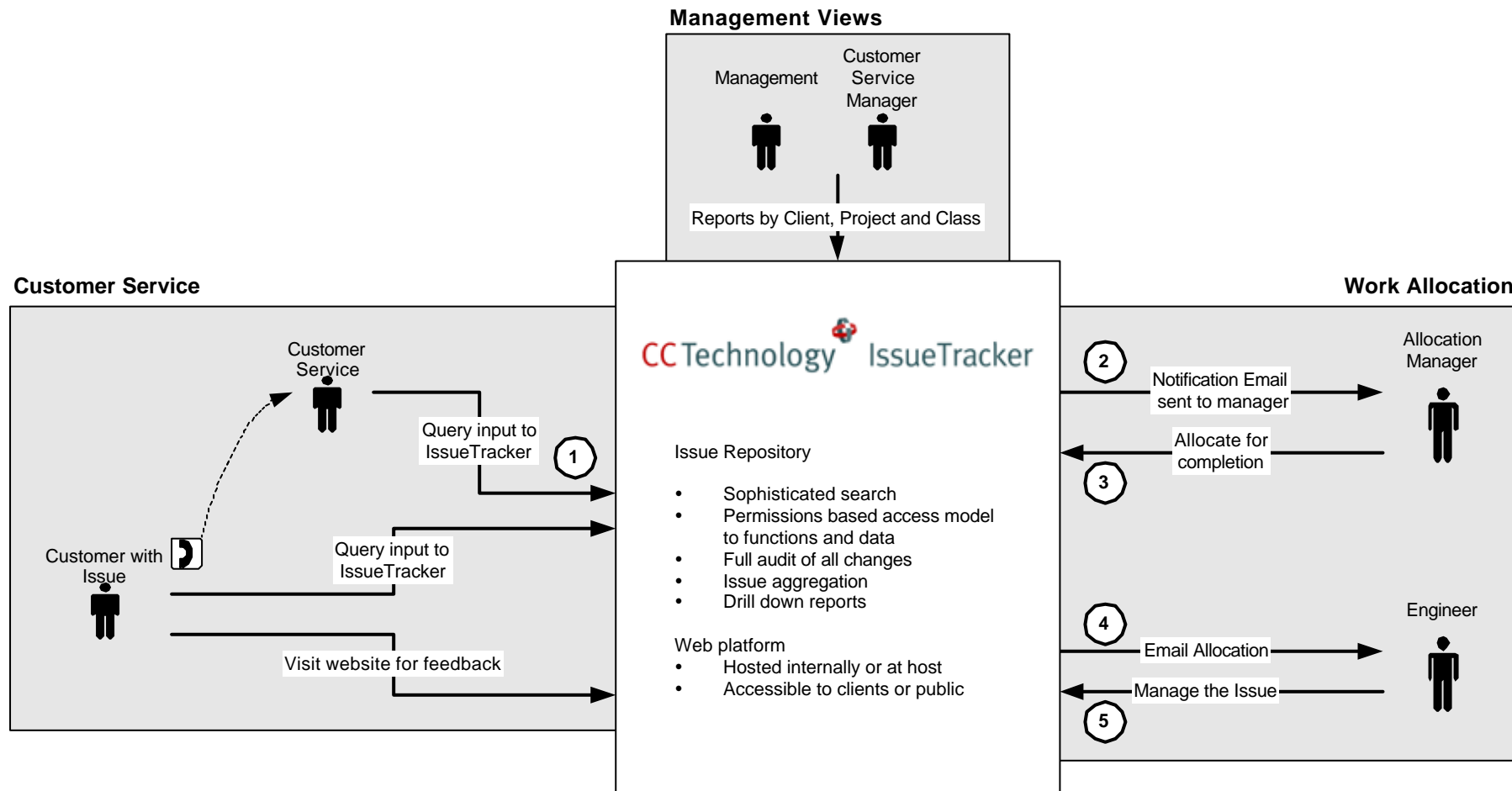


Issue Tracker- Flexible, Accountable Issue Management

A web based tool which supports your resolution process for issues raised either internally, externally or complaints



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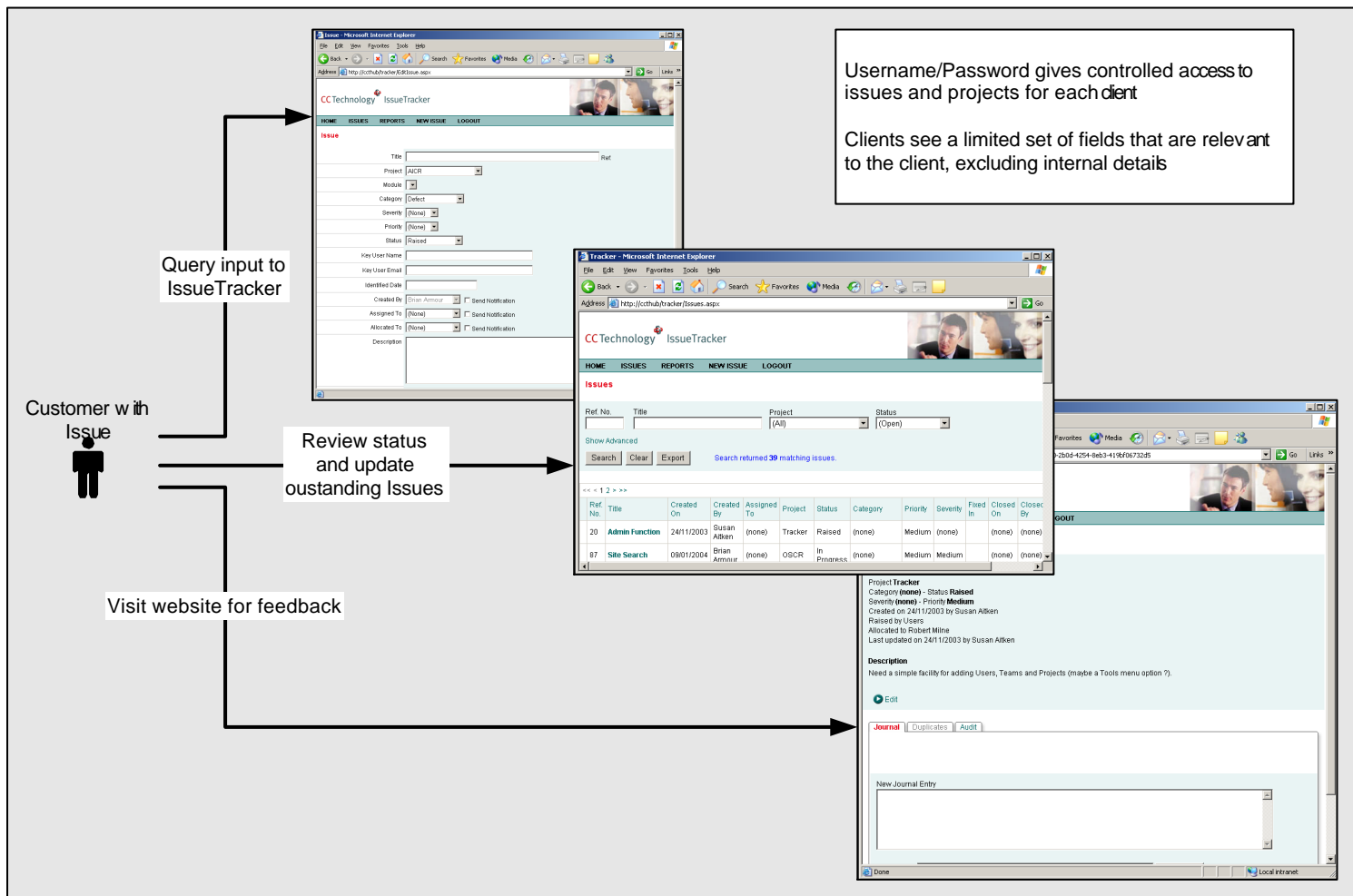
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Trusted Client Model - Empowering users to participate in the identification and resolution of issues

Issue Tracker- Flexible & Accountable Issue Management

Customer Service



Issue Repository

- Sophisticated search
- Permissions based access model to functions and data
- Full audit of all changes
- Issue aggregation
- Drill down reports

Web platform

- Hosted internally or at host
- Accessible to clients or public

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Informal Request or Complaint - providing accessible and accountable query handling through web sites

Issue Tracker- Flexible & Accountable Issue Management

Customer Service

