

Helpdesk Management



FOR IMMEDIATE RELEASE:

First Option Solutions announces a major upgrade to **IssueCentre**, a web based Ticket & Issue Tracking management system for companies and user groups of all sizes.

Alresford UK, December 2010

Press Release Summary

IssueCentre now incorporates a highly configurable Asset Management module. This provides agents with even more background information on a customer's configuration & previously reported problems. And as always its all available from just a couple of clicks.

Managers will enjoy the improved agent efficiency this brings and customers will enjoy the improved experience of not having to repeatedly advise agents of asset details.

With the asset details highly configurable , the assets can also be used in innovative ways to store all sorts of other information about a customer e.g. the details of their support contract.

The new Asset Search also makes use of IssueCentre's special Power Search function that allows agents to find assets and tickets as simply as typing in any of the asset details..

IssueCentre provides fast data entry, extensive configurability and easy management. This system has been successfully tracking tickets for 10 years and its ease of use and extensive management information makes it a hit with users at all levels. The system ensures that no matter how many issues you and your team are managing, you can be sure that they are being managed in the most efficient way and won't fall between the cracks of your busy schedule.

You can see all the latest features for yourself by signing up for a no obligation free trial.

To sign up or for more information visit www.helpdeskcentre.co.uk.

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