

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, 27 February 2009

Press Release Summary

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.

IssueCentre 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.

Release Details

Good Ticketing systems have to meet a myriad of key requirements; speed of use, ease of use, online access, extensive searching, auditing, full reporting, scalable, integration and many more. Due to this extensive list it is rare that a growing system manages to meet all these requirements and this is why we think that **IssueCentre** is different - because it does!

IssueCentre benefits from over 10 years of product development where its ease of use and new features have been constantly appraised and verified by First Option's 24 hour Technical helpdesk supporting worldwide users.

Key Functionality:-

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|-----------------------------|--------------------|----------------------|-------------------------|
| * Thin Client Deployment | * Web based | * Customer Access | * Knowledgebase |
| * Email Integration | * SLA Monitoring | * Ticket Prompts | * Ticket Classification |
| * Multiple Contract Support | * Reports | * System Integration | * Full Ticket History |
| * Technology | * Full Text Search | | |

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