

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, November 2009

Press Release Summary

IssueCentre now has a fabulous, easy, quick to use Google-style Search. Just type in any word you think the ticket might contain, whether it be the customer name, product or something about the problem or solution and IssueCentre will find all the matching tickets. Seeing the results as either a Google-style list of issues or a customizable list of columns means its easy to find what you're looking for or browse a summary of matching issues. The advanced notation means you can easily splice your data just how you want it and combined with the ability to save searches means you can run your favourite searches from a single

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.

Release Details

The enhancements included in Release 2.2 are listed below.

- New Google-Style Search
- Fix Groups for routed ticket assignment
- More granular permissions
- User Roles
- Advanced Notifications to prevent forgetting idle tickets
- Enhanced and fully customisable customer portal

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