

Helpdesk Management



Agent Client

No specific software is required to be installed by Agents or customers to access and use IssueCentre. The two leading browsers below are supported, other common browsers, such as Safari, Chrome and Opera are standards compliant but have not been certified with IssueCentre.

Internet Explorer 7.0 or above
Mozilla Firefox 3.0 or above

Application Server

JBoss J2EE Server 4.30
Pentium IV Processor
Min 1GB RAM
Compatible with Apache/IIS WebServer

Database Server

Postgres 8.3
SQL Server 2000/2005/2008
Pentium IV Processor
Min 1GB RAM

N.B. Database & Application Server can be hosted on the same machine for smaller deployments.

Email Integration

Outbound email compatible with any SMTP email server including MS Exchange
Inbound email compatible with any IMAP email server including MS Exchange

System Notes

An HTTPS security certificate is required to encrypt all traffic
Compatible with 32 and 64 bit Operating Systems