

BridgeTrak Suite

The next generation of help desk software!

Whether you support internal staff or external customers, BridgeTrak Suite's extensive key features, tight module integration, and scalability will help you work seamlessly, provide top-quality customer support, solve issues faster, and maximize your help desk's productivity.



What Do You Want Your Support Software To Do For You?

- Increase the efficiency of your support staff
- Raise customer satisfaction levels
- Reduce operating costs without sacrificing service levels
- Easily expand to meet increasing service demands for your growing business

Every organization is different. Each support center has its own goals. Your support software should be flexible to meet your unique situation while helping you attain your custom goals. That's why BridgeTrak Suite was designed to give you the "best fit" possible. Select from Windows or Web Environments, tiered licensing levels, and various database systems. Flexible expansion modules promote customer self-support, and offer automation of many support related tasks and administrative functions. Why settle for "one-size fits all" software, when you can have the "best-fitting" support solution at an unbeatable price.

Comprehensive software for today's support demands!

User-Friendly Production Environment

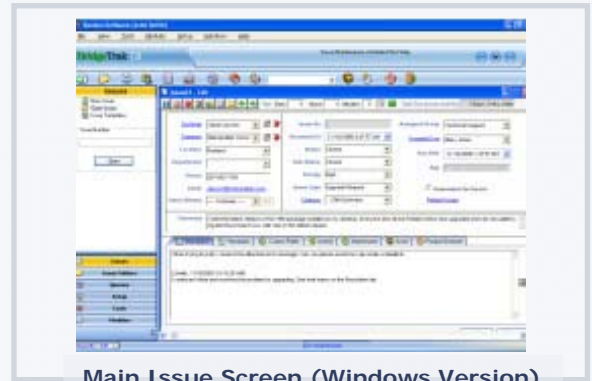
- Easy-to-use software available for both Windows or Web environments
- Facilitate fast data entry with an intuitive user interface and flowing navigation
- Easily customize screen layouts and views without any programming
- Designate Required Fields to standardize data entry

Maximize ROI with Time Saving Features

- Automatic numbering of issue tickets
- Create issues on the fly with Issue Templates you create for common and recurring issues
- Compose emails fast using customizable templates that merge stored issue data, and standard text into an email
- Automatically escalate issues based on rules you define and contact all parties involved with BridgeAutoEscalate
- Powerful Query Manager streamlines search capabilities or use BridgeSearch for expanded search functionality
- Easy maintenance of users and customers with the ActiveDirectory Module
- Use "set and forget" services! Modules run as services performing constant monitoring and updating of information for services such as escalating and receiving issues via email and more!

Organization of Issue Data Made Easy

- Categorize support requests by status, sub-status, priority, type or category
- Organize issues with personal and public issue folders in a logical filing system
- Auditable issue history traces all work done on an issue ticket
- Link issues to products you support and contracts you service
- Store asset, vendor, manufacturer and leasing information to manage IT assets



Main Issue Screen (Windows Version)

Utilize Communication Channels

- Communicate critical information with a real-time, scrolling message bar
- Receive email with BridgeReceive to quickly transfer data into issues
- Use BridgeAutoEscalate to automatically contact all parties involved when the status of an issue changes

Seamless Workflow From Issue Open to Closed

- Link related issues with dependencies for easy and logical workflow
- Route issues to personnel based on group, status, experience or knowledge using the Skills Based Assignment feature
- Apply your business operating schedule to accurately age and manage issues

Easily Turn Data Into Reports

- Utilize numerous standard reports or create your own with Report Designer® (ships with BridgeTrak) and apply custom queries to create custom reports
- Export reports to different file formats (PDF, Excel, Text, etc.) for use in other applications



And there's more...

Reduce Costs While Providing 24/7 Customer Self-Help Via the Web with BridgeAccess

- Free up agents by allowing customers to enter, update, and check on the status of issues via the Web (easily incorporates into any web site)
- Reduce the number of trouble tickets by providing customer access to a knowledgebase of solutions
- Designate knowledgebase articles for internal/external customer use through BridgeAccess while keeping other articles private to agents only
- Customize screen templates for customers
- Permit customers to reset their own passwords

Utilize The Power of a Knowledgebase!

- Close issues fast by accessing information stored in internal knowledgebase articles
- Zero in on knowledgebase data faster with an advanced find functionality
- Quickly organize or find knowledge-base items by category, product, or keyword
- Formatting options include an HTML editor and a spell check

Easily Expand BridgeTrak with your Growing Business

- Easily scale to more powerful databases or add users as your business grows
- Add modules to expand

BridgeTrak's Core Issue Management Software (Works as a standalone application or with the Enhancement Modules below.)



BridgeTrak - (for Windows or Web) - Built for Microsoft's® .NET platform, this core tracking application offers maximum flexibility, accessibility, and scalability required for today's fast paced support operations. Expansion modules and integrated software round out this comprehensive, yet affordable, help desk solution by providing the flexibility to create a custom solution to best meet your needs and your customer's needs.

BridgeTrak Enhancement Modules (Add individual modules to best meet your needs or purchase ALL products in the BridgeTrak Pro Bundle.)



BridgeAccess - This popular web-based, self-service module encourages customers to take an active part in resolving their issues by entering and updating issues, searching knowledgebase information for self-resolutions of issues. Easily incorporate BridgeAccess into your company's existing web site to provide 24/7 Web access to your help desk.



BridgeAutoEscalate - Powerful, automatic issue escalation and notification module! Define when issues need to be escalated to different service levels and BridgeAutoEscalate will change the issue's priority and notify all parties involved. A great way of automatically keeping everyone informed via email based on criteria you define!



BridgeReceive - Use the power of email to receive issues automatically without manual intervention. Great time-saver!



BridgeSearch - Advanced search module! When you need to "target in" on information stored by your help desk, BridgeSearch is unmatched in providing fast search results from both large and small databases.



ActiveDirectory® Integration - Streamline the maintenance of managing BridgeTrak Suite Users and Customers with the Active Directory® Integration Module.