



# BRIDGETRAK™

From providing a positive customer experience to increasing help desk productivity, BridgeTrak addresses the needs of today's demanding help desk and IT support environment. This easy-to-install, intuitive application keeps issues from falling through the cracks and enables help desk staff to effectively manage issues from open to close. With over 10 years of industry experience, proven scalability, and an outstanding feature-to-price ratio BridgeTrak delivers the tools that help desks professionals need most!

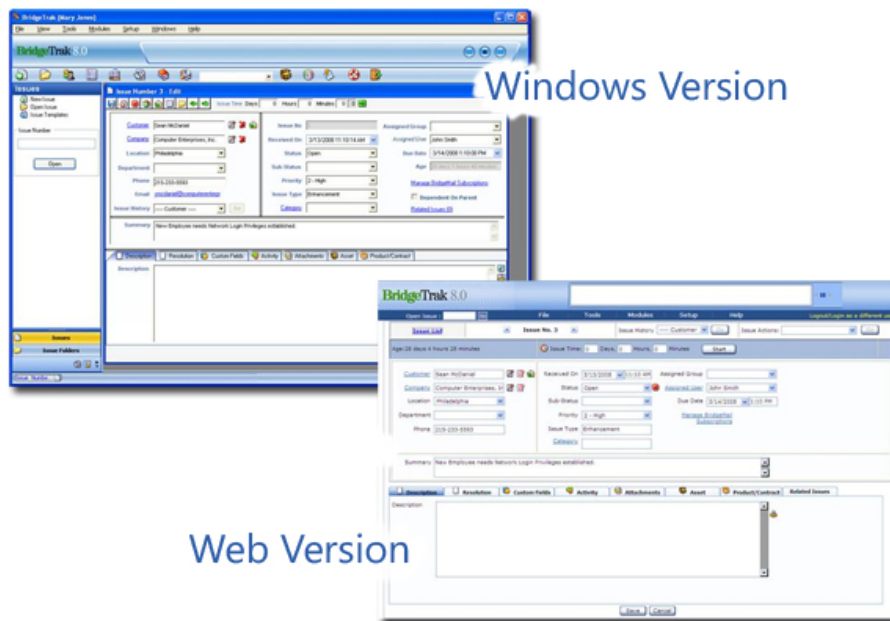
## Shorten the Lifecycle of a Support Issue!

BridgeTrak enables IT help desk staff and customer support agents to shorten the lifecycle of an issue. This powerful help desk management software:

- Equips service agents with a powerful, easy-to-use tool to effectively manage increased support activity
- Prevents issues from "falling through the cracks"
- Facilitates management objectives including increased staff productivity, Service Level Agreements and reduced downtime
- Improve customer satisfaction and communication levels
- Provides a rapid return on investment
- Lets end users create, escalate and track their own issues

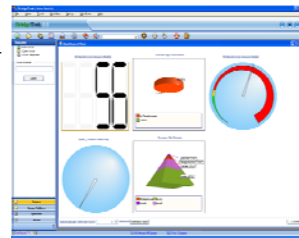
## Interchangeable Windows or Web Licensing

At the center of the BridgeTrak family is the core issue tracking application which is available with both Windows and Web interfaces. This powerful issue management system provides the backbone for agents to manage service requests from "issue open" to "closed". Flexible licensing enables help desk technicians to use both the Web and Windows interfaces interchangeably. Optional modules offer expanded help desk functionality, including an email gateway and Outlook plug-ins, Active Directory integration, an end-user web portal and more.



## Help Desk Performance Tools

Agents need to have fast, accurate data at their fingertips and need to be able to respond quickly to an issue. With BridgeTrak's robust feature set, a number of tools for communicating issue information is available to increase agent productivity. A graphical dashboard display provides an at-a-glance summary of issue status. A scrolling message bar delivers critical information in real time to technicians. Other performance tools help with issue assignment and workflow. Issue data is quickly retrieved through search tools and custom queries.



## KEY BENEFITS

### Increase Help Desk Efficiency

- Stop issues "falling through the cracks"
- Reduce the lifecycle of an issue
- Ensure staff are working the highest priority issues

### Improve Customer Service Levels

- Eliminate lost and forgotten issues
- Customer self-help tools reduce the need for agent interaction
- Increase progress communication with customers

### Rapid Return on Investment

- Easy to install and implement
- Outstanding feature-to-price ratio

## KEY FEATURES

### Time-Saving Features

Create tickets using templates for common issues. Create emails fast with email templates. Automatic numbering of issue tickets. Modules run as "set and forget" services.

### Seamless Workflow

Link related issues with dependencies. Assign issues to staff based on skill sets. Apply your business operating schedule.

### Knowledgebase

Easily create "knowledgebase" articles from issues. Keep knowledgebase articles private or make them available through the self-help web portal, BridgeAccess, to reduce service requests.

### Customization Options

Create customized screen layouts and views without any programming, simply drag and drop. Customized data fields track data specific to your business. Required fields standardize data entry.

### Incoming / Outgoing Email

Email templates populate stored issue data and custom text to create outgoing emails. Incoming emails are easily turned into issues with BridgeMail. Outlook Plug-In on tool bar creates issues from emails.

### Customer Self-Service

Enable customers to enter, update, and check on the status of issue tickets through a web-portal.

### Automatic Issue Escalation

Set BridgeAutoEscalate to silently monitor issues and escalate or take action on those issues when certain criteria is met.

### Advanced Search Engine

Both the standard search tool and BridgeSearch (a search engine-like query tool) provide comprehensive, fast data searches over your entire issue database, knowledgebase, customer list, attachments, and more.

BridgeTrak is also sold as part of ScriptLogic's Incident Management Solution, which combines BridgeTrak with two other products; Desktop Authority® Remote Management Gateway™ and Desktop Authority® Password Self-Service™, to provide a complete solution to prevent, manage and resolve help desk issues.



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## Enhancement Modules

Customize your installation of BridgeTrak with enhancement modules. These tightly integrated tools run as “set and forget” services to provide a wide-range of help desk functionality. All enhancement modules are available in a special BridgeTrak Professional package or can be purchased individually for a more tailored solution.



### BRIDGEACCESS



This popular web-based, self-service module encourages customers to take an active part in resolving their issues by entering and updating issues, and searching knowledgebase information for self-resolution of issues. Easily incorporate BridgeAccess into your company's existing web site to provide 24/7/365 Web access to your help desk.

### BRIDGEAUTOESCALATE



Take control of issue management and workflow with BridgeTrak's powerful, automatic, issue escalation module. Define when issues need to be elevated to different service levels and BridgeAutoEscalate will change the issue's priority and notify all parties involved. Custom definitions of when and how issues should be handled based on time, issue status, and more provides maximum control over issues.

### BRIDGEMAIL



BridgeMail (previously known as BridgeReceive) uses the power of email to receive and convert emails into new issue tickets or append existing issues. Email attachments can be added to issue tickets to provide more detail. BridgeMail accepts email from both the customer and the help desk agent, and then routes that email to everyone who wishes to be included on correspondence related to the issue. In addition to receiving emails, BridgeMail can also generate a response acknowledging that an issue was received and a ticket opened. Finally, an Outlook plug-in simplifies common actions related to BridgeMail.

### 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. BridgeSearch enhances the standard search tool in BridgeTrak's core applications by providing Boolean, Natural Search, Phonics, Stemming and Fuzzy search over more than just your issue database! Search attachments, knowledgebase, customer and contact data.

### ACTIVE DIRECTORY INTEGRATION



When you use Active Directory to manage your network users, you can also streamline the maintenance of BridgeTrak Suite Users and Customers with the Active Directory® Integration module. Define which Active Directory users should be allowed logon privileges or who may report issues through the self-service module of BridgeAccess. Users can also logon to BridgeTrak using Active Directory Single Sign-on which will authenticate with a user's logged in AD credentials.

### F.A.Q.

#### Is BridgeTrak scalable?

**Yes.** BridgeTrak offers flexible licensing tiers and enhancement modules making it ideal for growing business demands. Select the solution to meet your needs today and in the future easily add licensed users or expand functionality with additional enhancement modules.

#### Can my end users and agents submit issues online?

**Yes.** The BridgeTrak for Web core help desk application, provides agents with a full spectrum of online feature availability to log, track, and manage issue requests.

BridgeAccess, the customer focused web portal, can be utilized by end users for a more defined method of entering, appending and checking on issue tickets.

### SYSTEM REQUIREMENTS

#### Server Requirements

Windows and Web applications:

- Windows Server 2003 (SP1 or higher)
- Windows 2000 (SP3 or higher)
- Windows XP (SP1 or higher)
- 1 GHz or faster is recommended
- 512 MB RAM or more is recommended
- 100 MB Disk Space (per application)
- SQL 2000 or greater, SQL Express 2005 or greater (MS Access available in evaluation copy only)
- Screen Resolution—1024x768 or greater
- Web Server—IIS 6 (Windows 2003), IIS 5.1 (Windows XP), IIS 5.0 (Windows 2000)

#### Client Requirements for Web-Based Applications

- BridgeTrak for Web—IE 6.0 or greater
- BridgeAccess—Mozilla Firefox or IE 6.0 or higher

### LICENSING

BridgeTrak Suite is licensed on the number of help desk technicians. Named user licenses allow for access to both Web and Windows core tracking applications.

A 30-day evaluation license can be downloaded and allows for 200 issues to be recorded.

For pricing, contact your ScriptLogic reseller or call ScriptLogic at **1.800.813.6415** or **1.561.886.2420**.

Please refer to our web site for international information.