

# BridgeTrak Standard

The next generation of help desk software!

Robust features, easy data management, seamless issue workflow, and an unbeatable price point make BridgeTrak Standard the ideal choice for today's customer service operations.



## Window or Web Solutions for Today's Fast Paced Help Desks

- Give service agents a powerful, easy-to-use tool to manage increased support activity
- Attain management objectives such as staff productivity and customer service levels
- Provide a greater ROI for company profitability
- Maintain customer loyalty by exceeding customer satisfaction levels

From a positive customer experience to a company's bottom line, BridgeTrak Standard addresses the needs of today's demanding support environment. This easy-to-install, intuitive application keeps issues from falling through the cracks. Written in .NET, BridgeTrak provides a stable backbone for today's Windows or Web-based call center. With over 10 years industry experience, an outstanding feature-to-price ratio and one year free product support, BridgeTrak delivers the support tools and reliability most requested by today's help desk professionals.

## Feature rich issue tracking and management software!

### User-Friendly Production Environment

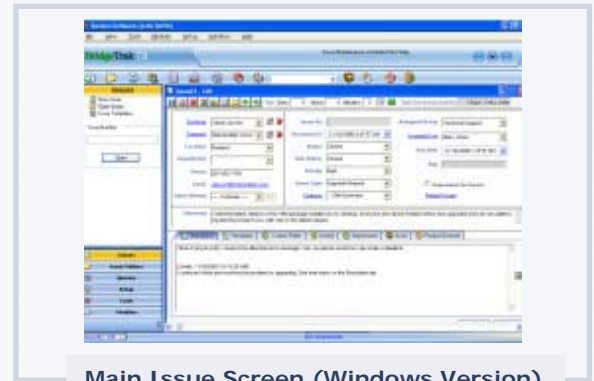
- Easy-to-use software available for both Windows or Web environments
- Facilitate fast data entry with an intuitive user interface, flowing navigation, and spell check
- Easily customize screen layouts and views without any programming
- Designate Required Fields to standardize data entry

### Maximize ROI with Time Saving Features

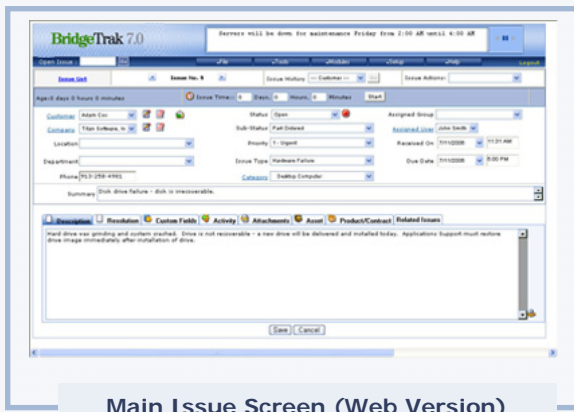
- Automatic numbering of issue tickets
- Create issues on the fly with Issue Templates you create for common and recurring issues
- Compose emails fast using customizable templates that merge stored issue data, and standard text into an email
- Powerful Query Manager streamlines search capabilities

### Utilize Communication Channels

- Communicate critical information with a real-time, scrolling message bar



Main Issue Screen (Windows Version)



Main Issue Screen (Web Version)

### 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
- Auditable issue history traces all work done on an issue ticket
- Link issues to supported products and contracts
- Store asset, vendor, manufacturer and leasing information to manage IT assets

### 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 and apply custom queries to your reports
- Create your own reports with Crystal Reports®
- Export reports to different file formats (PDF, Excel, Text, etc.) for use in other applications