



INCIDENT TRACKING SYSTEM

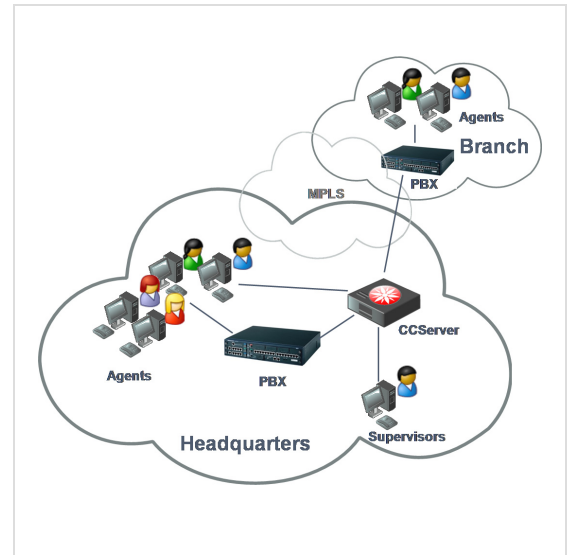
► Overview

Incident Tracking System (ITS) manages and maintains lists of issues, as needed, commonly being used in an organization's customer support call center to create, update, and resolve reported customer issues.

ITS works for multiple sites remotely with their servers connected in redundant configuration.

► Key Features

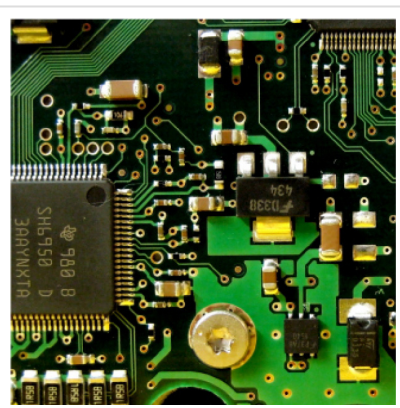
- Redundant server configuration
- Incoming calls directed to ACD Agents groups based on DIDs
- Tickets tracked by status and priority
- Pending tickets processed by specific Agents
- Agents notes organized by triage and advanced group settings
- Call Customers directly from the Ticket History
- Real-time monitoring of Open/ Pending/ Closed tickets at System, ACD Group and Agent levels
- Multiple ticket reporting for complete observation of incident tracking system



Benefits

- Effective management of customer issues
- Better understanding of customer needs
- Standardize your support processes
- Easy way to report complex problems
- Help support reps solve your problem more quickly
- Track the status of your support requests

System Requirements



- KX-TDA 30/50/100/200/600, KX-TDE 100/200/600, KX-NCP 500/1000, KX-NS 1000 with USB or TCP/IP connection to CCServer Host
- Microsoft Windows XP Professional SP3, Microsoft Windows Server 2003, Microsoft Windows Server 2008, Microsoft Windows Vista Business (with UAC disabled), Microsoft Windows 7 Professional (with UAC disabled)