

Key Benefits

Track Critical Issues and Requests

- Who reported the issue
- Who is working on the issue
- Client, department, and/or project
- Issue status such as open, in progress, closed, etc.
- Issue type such as defect, request, etc.
- Custom fields to capture additional details

Increase Communication with Intelligent Email Notifications

- Notify employees when issues have been submitted, updated, and closed
- Notify employees when an issue has been in the queue too long
- Notify clients when an issue is updated

Improve Quality of Service

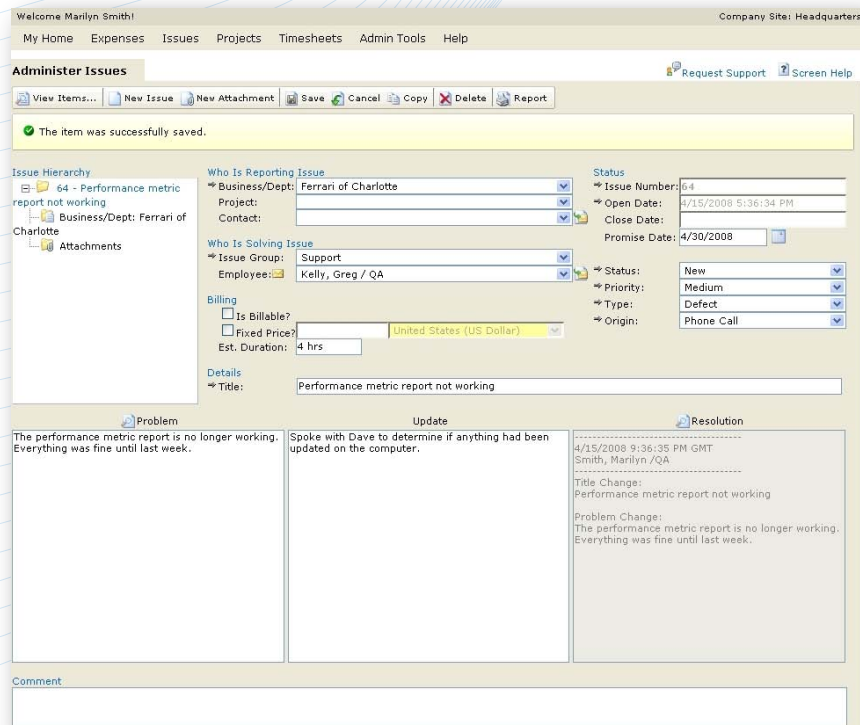
- Allow customers to enter requests directly from the web
- Monitor email accounts and automatically create issues when new emails arrive
- Identify historical trends
- Generate up to date reports
- Attach documents, screen shots, etc. to an issue

Streamline Existing Processes

- Customize issue types, priorities, status, and origin classifications
- Add custom fields
- Configure application options and workflow settings
- Application, emails, and reports are branded with your logo

The Issue Tracking product is a comprehensive solution for managing internal help desk issues, tracking product defects and bugs, and managing customer support requests. The Issue Tracking product streamlines and automates your issue management process providing the tools your business needs to stay ahead.

- **100% web based with nothing to install**
- **No contracts and cost effective monthly pricing**
- **Access from anywhere on the Internet**



"One of the most amazing aspects of ThinMind is that such a well-done application costs so little."

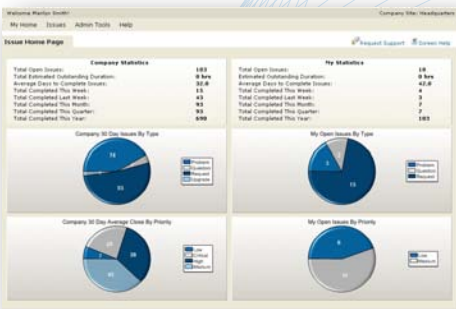
- eWeek Magazine

Our service works with Firefox, Internet Explorer, Netscape, and Opera

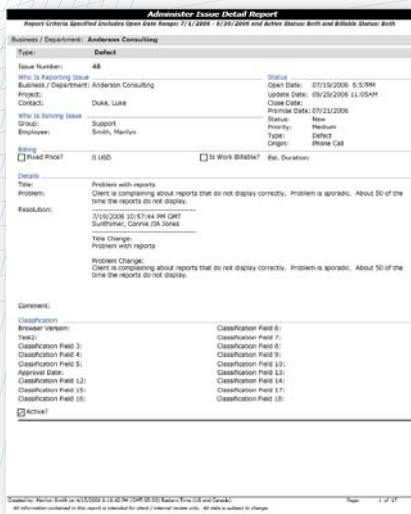




Intuitive administrative tools get you started more quickly



Graphical dashboard provides key metrics and statistics



Powerful real time reports in PDF format

Issue Entry Features

- Public issue entry screen for customers to submit requests
- Monitor email accounts and automatically create issues when new emails are received
- Automatically recognize subsequent incoming email threads and attach them to an existing issue
- Copy issues to create new ones
- Enter issue updates, which are appended to resolution log with time/date stamp
- Enter unlimited comments for an issue
- Enter status, type, source, and priority
- Select files to attach
- Tie expense items to issues (requires Expense Reporting product)
- Mark issues as billable or non-billable
- Track time spent resolving an issue (requires Timesheet Tracking product)
- Receive email when issue is assigned
- Send confirmation email to client / contact when issue is created or updated
- Associate issue with an external client or internal department
- Associate issue with a project (requires Project Management product)
- Receive email notifications

Issue Management Features

- Send confirmation email to primary contact when issue is created
- Automatically notify employee of issue assignment
- Send email to primary contact when issue is completed
- Sort issue list
- Group issue list
- Use pre-defined issue filters (open issues, my open issues, all issues)

Issue Reporting Features

- 100's of report variations can be created
- Specify criteria to control filtering and sorting of reports
- Choose grouping/totaling options
- Pick from detail or summary versions
- Accounting reports provided for easy billing, costing, and profitability analysis
- Control access to reports through security

Administration Features

- Export data (XML, comma delimited, and Microsoft Excel formats)
- Configure issue status items
- Configure issue origins (email, phone, etc.)
- Setup issue types
- Take advantage of custom fields to customize issue tracking
- Configure issue groups for issue assignment
- Allow contractors, partners, or vendors to enter issues

General System Features

- 100% web based, no software installation required
- Customize logos and colors to match your business
- Configure alerts and notifications
- Configure security policies (password length, password expiration, etc.)
- Create custom user roles and associated permissions
- Easily sort, search, and group in any list
- Consistent navigation throughout promotes ease of use
- Built-in Help (screen level help, searchable help system, and system user guide)
- Support for multiple currencies