

IssueCentre Version 2.1 Press Release

FOR IMMEDIATE RELEASE:

First Option Solutions announces increased functionality to **IssueCentre**, a web based Ticket & Issue Tracking management system for companies and user groups of all sizes.

Alresford UK, 15 July 2009

Press Release Summary

IssueCentre now has a fully configurable dashboard allowing you to customise the areas of the system that you wish to monitor, be it Total Ticket Activity through to individual Agent Activity. Also included in this enhancement is the Customer Survey Campaigns module, which allows you to create campaigns that send fully customisable surveys to your customers when tickets are closed.

IssueCentre provides fast data entry, extensive configurability and easy management. This system has been successfully tracking tickets for 10 years and its ease of use and extensive management information makes it a hit with users at all levels. The system ensures that no matter how many issues you and your team are managing, you can be sure that they are being managed in the most efficient way and won't fall between the cracks of your busy schedule.

Release Details

The enhancements included in Release 2.1 are listed below.

- Fully Configurable Dashboards.
- Survey Campaigns.
- SQL Server Support.
- Active Directory Integration.
- Tags.
- Extended use of templates.

Database Support
Application Servers Certified
Browsers Certified

Postgress 8.3, SQL Server 2000, SQL Server 2005.
JBoss 4.2
IE 7.0, Firefox 3.0

Contact Sales at:

First Option Solutions

+44 (0) 333 900 1444

sales@issuecentre.com

<http://www.issuecentre.com>