



**IssueCentre**  
Easy Powerful Obvious

## IssueCentre Version 2.3 Press Release

# Incident Management



### FOR IMMEDIATE RELEASE:

First Option Solutions announces a major upgrade to **IssueCentre 4 Helpdesks**, a web based Ticket Tracking & management system for companies and user groups of all sizes.

Alresford UK, June 2010

### Press Release Summary

IssueCentre has taken its easy to use interface to a new level with its latest software release. The core functions of creating, viewing and editing tickets that are central to a ticketing system have a new look making them even easier to use and most importantly with less clicks.

The core ticket view screen neatly lays out all the information and history of a ticket allowing users to customise exactly what they see so that even tickets with a long history can be easily digested.

In addition IssueCentre's, powerful search notation continues to be a hit with users and has been extended to allow even more flexibility.

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.

You can see all the latest features for yourself by signing up for a 30 day, no obligation free trial.

To sign up or for more information visit [www.helpdeskcentre.co.uk](http://www.helpdeskcentre.co.uk)

#### Contact Sales at:

+44 (0) 333 900 1123

[sales@issuecentre.com](mailto:sales@issuecentre.com)

<http://www.helpdeskcentre.co.uk>

+44 (0)333 900 1123

[www.helpdeskcentre.co.uk](http://www.helpdeskcentre.co.uk)