

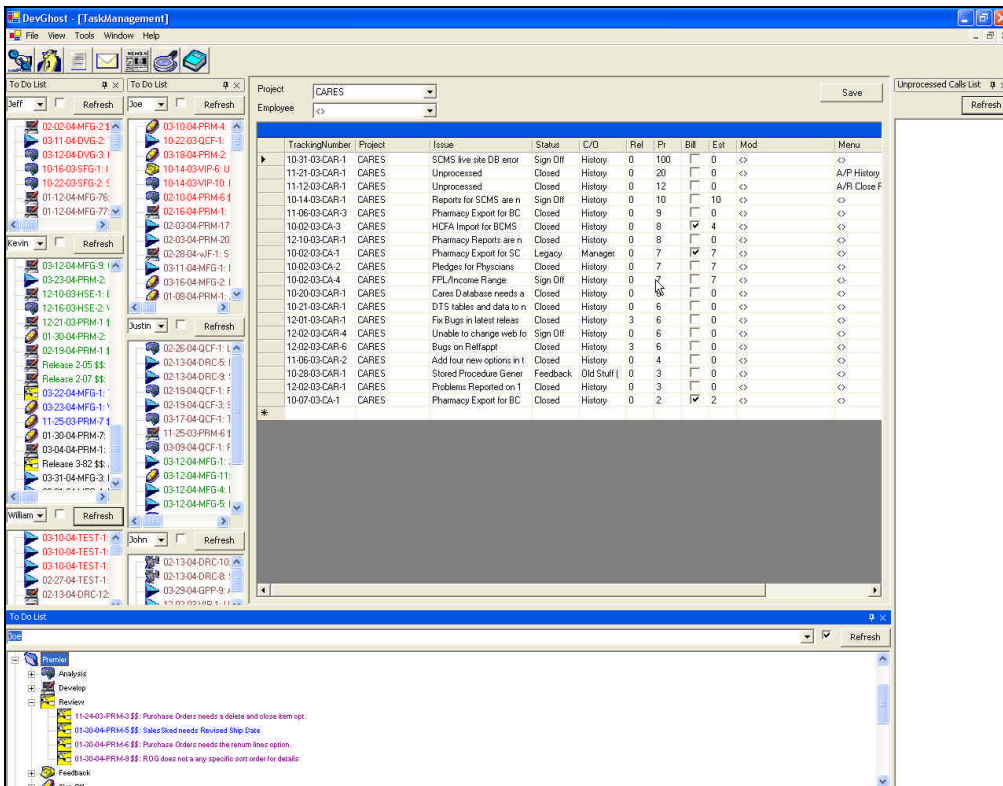
Provides internet/network based project, time and customer service tracking

- ◆ User Web Interface Features
 - User Specific Login
 - View only their portions(s) of project
 - Add Issue Tickets
 - Review Status of Open Tickets
 - Add Comments to Open Tickets
 - Mark Accepted/Completed
 - View Project/ Issue Statistics
 - Interact directly with problem solvers
- ◆ Customizable to track any kind of business need/ information.
 - Service Center
 - Help Desk
 - Project tasks

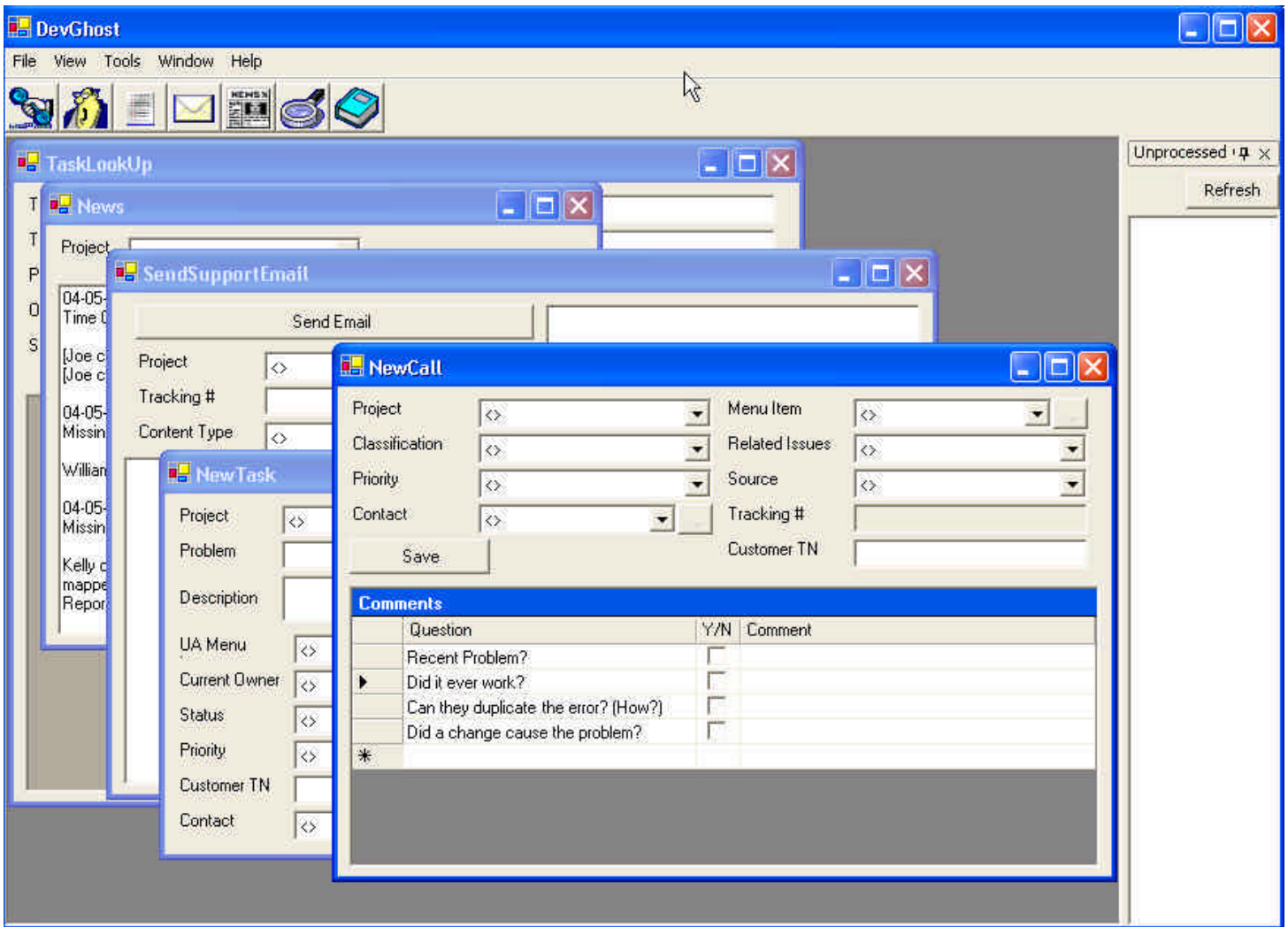
Enter Tracking Number:

Project	Abbr
Premier	PRM

TrackingNumber	CustomerNumber	ProblemName	Status	Note
12-21-03-PRM-1		Request for Invoice Note notification.	Open	Billable
11-25-03-PRM-6		Upgrade EDI to On-Line via Internet	Open	Billable
11-24-03-PRM-3		Purchase Orders needs a delete and close item opt.	Open	Billable
11-14-03-PRM-3		Make Credit Hold/Limit Interact with Orders	Open	Billable
11-14-03-PRM-2		Show Credit memo application History	Open	Billable
03-30-04-PRM-1	03-30-04-FJ1	desktop UA Menu problem -- Sales Journal	Open	
03-29-04-PRM-4		Order #'s 28197 and 93653 are closed orders. UA never check the box on the invoice to indicate that they were closed	Open	
		Tagging items to SWO --		



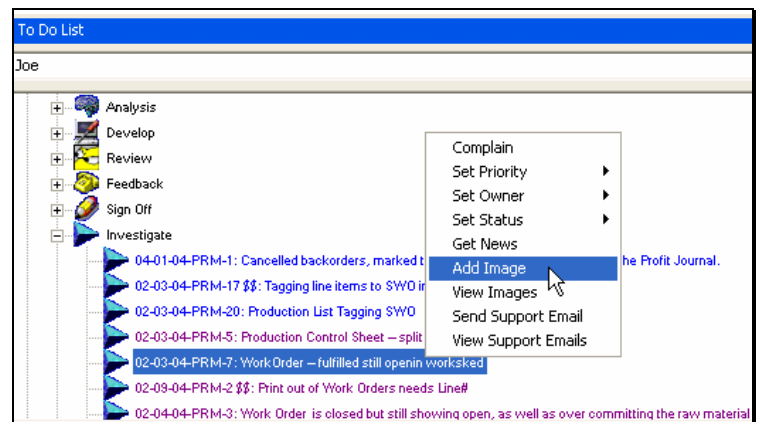
- ◆ Project Manager Views
 - Specific Project
 - Specific Resource
 - All items / history
 - All projects
 - Multi- Resource View
- ◆ Issue Properties
 - Status
 - Billable
 - Internal Issue
 - Reporting Category
 - Estimated Hours
 - Actual Hours
 - Date Opened
 - Chronological Notes
 - Date Closed



- ◆ Call Center Issue Entry
- ◆ New Task/Issue Entry
- ◆ Chronological Project News
- ◆ Directly Send & Record Support Emails
- ◆ Add & maintain FAQ Knowledge Base

Ideal for any business:

- managing multiple simultaneous projects
- with multiple resources
- Needing to assign and track issues/tasks and
- Needing timely and interactive feedback to project stakeholders.
- E.G.
 - Customer Service
 - Property Management
 - Software Deployment Management
 - Software Development Management
 - Maintenance Services
 - Project Management



- ◆ All resources can manage their own task list
 - Update & maintain status, priority, owner
 - Add public and internal comments
 - Attach images
 - Send and review associated email log
- ◆ System
 - MS SQL Database, MDI, MultiUser