



What's New in BridgeTrak 8.0?

BridgeTrak Help Desk Software

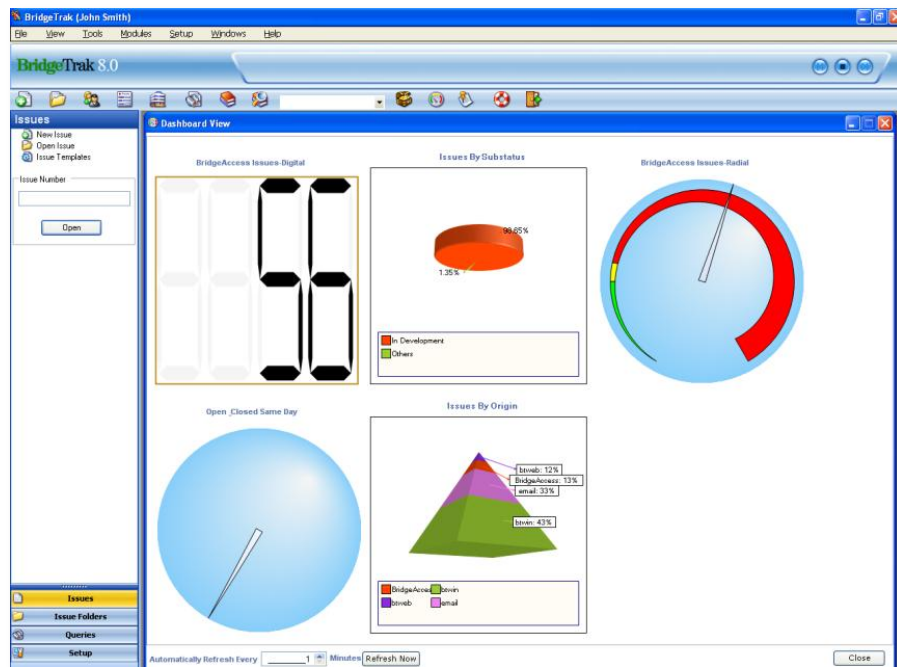
BridgeTrak Suite 8.0 is a trouble ticket and help desk application suitable for use in both internal and external focused support operations. The core application in this Suite is available for Windows and Web platforms. Expansion modules can be purchased individually or in any combination to add extra functionality to the core application. BridgeTrak 8.0 is the first major product release under ScriptLogic's branding and includes a number of new features and enhancements, and integration with Desktop Authority's Remote Management feature.

Since joining the ScriptLogic line-up, BridgeTrak has been paired with two other ScriptLogic products (DA Remote Management Gateway and Password Self-Service) to create an entire incident management solution designed around Prevention, Response and Management of service issues. Further integration between products is planned for later versions of 8.0 but is not available on this release.

New version 8.0 feature highlights

NEW Dashboard View

The Dashboard feature provides a highly customizable graphical view of the data that is important to each user. Using private and public queries, users are able to define dashboard Widgets according to graph type, data axis, and date selection. The Dashboard screen is customizable to the number of Widgets, location, and size of Widgets shown.



NEW Active Directory single sign-on

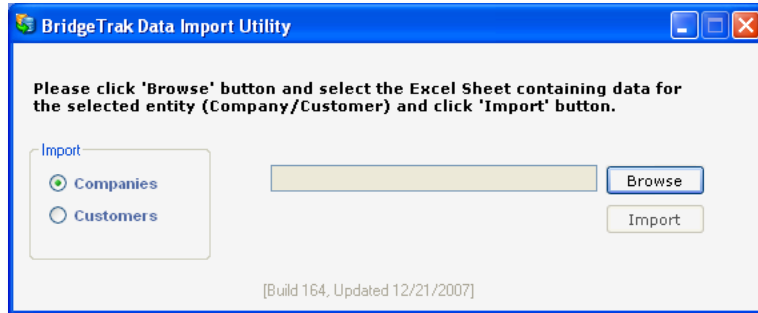
Previous versions of BridgeTrak offered Active Directory integration, where rules can be configured to allow users access to BridgeTrak with their AD logon name and password. However, they must enter their AD logon name and password into BridgeTrak's logon screen. With single sign-on they will be able to simply start BridgeTrak and authenticate with the current logged-in AD credentials.

NEW BridgeMail (Replaces BridgeReceive)

BridgeReceive has been substantially reworked and is now called BridgeMail. Previously BridgeReceive accepted email from customers and automatically generated issues. This module has been substantially redesigned to accept email from both the customer and the help desk agent, and then route that email to everyone who wishes to be included on correspondence related to the issue. For example, a help desk agent could send an email about a particular issue to BridgeMail. BridgeMail will then communicate that to the customer and anyone else who has "subscribed" to that issue, and will also write an audit trail of all email correspondence. This ensures emails do not bypass BridgeTrak or fail to get logged as part of the issue. It also allows all levels of management to stay informed on critical issues.

***NEW* Import GUI for Companies and Customers**

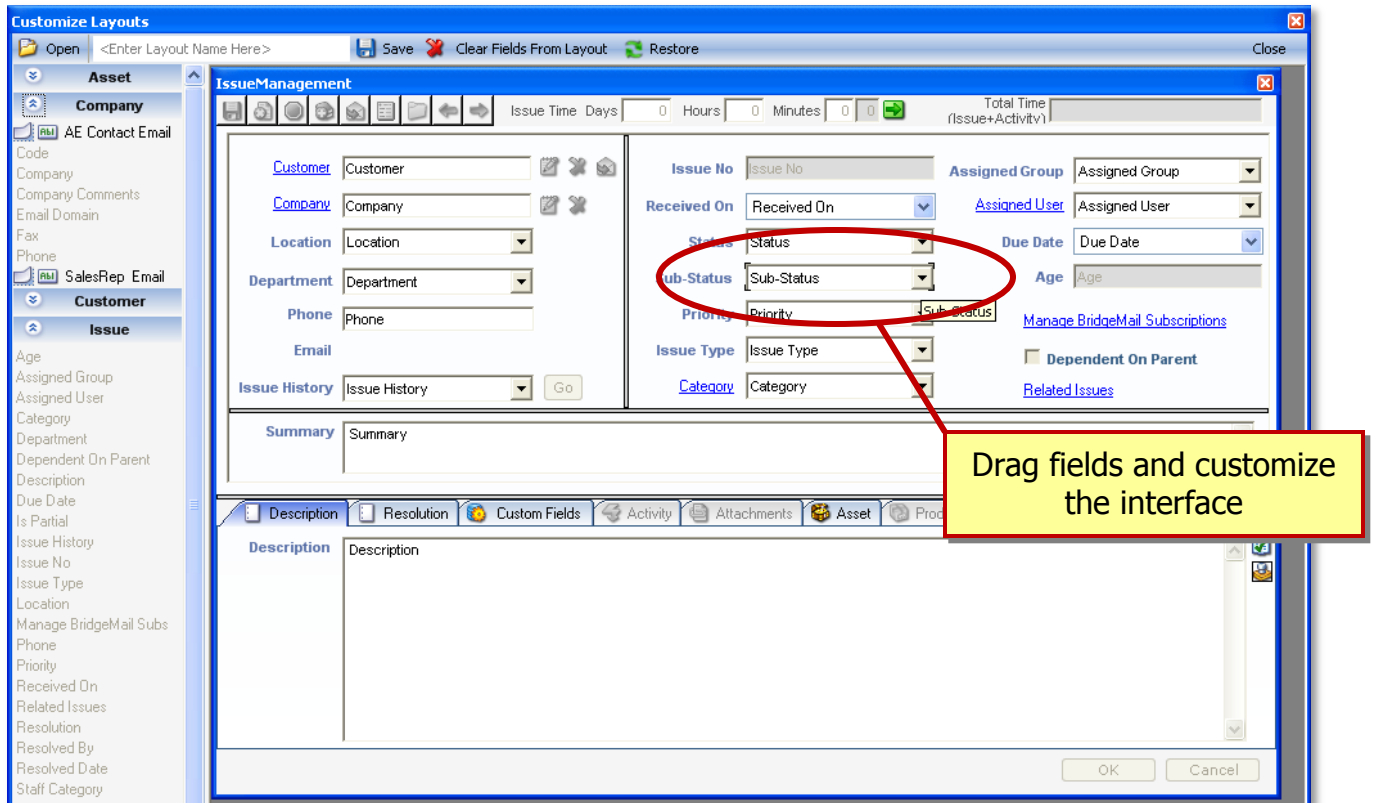
Version 8.0 offers an import utility where customers can place their customer/company lists in an Excel spreadsheet and import them into the BridgeTrak database.



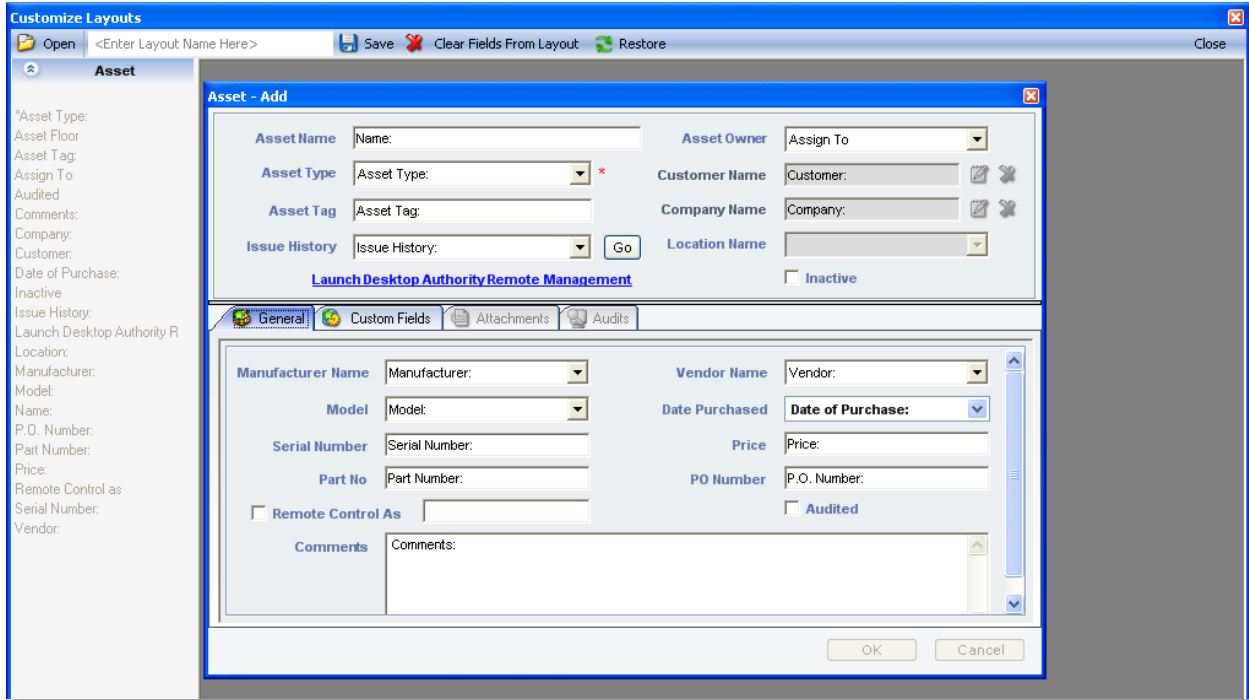
***NEW* Customization of Issue, Company, Customer and Asset windows**

In BridgeTrak 7.0, basic customization capabilities were available from the Issue window. In version 8.0, customization capabilities have been greatly expanded to include the Customer, Company and Asset windows. In response to frequent customer demand, the administrator can drag and drop selected fields anywhere in these windows, including any custom field on the main portion of the Issue Management window.

Issue Management window:

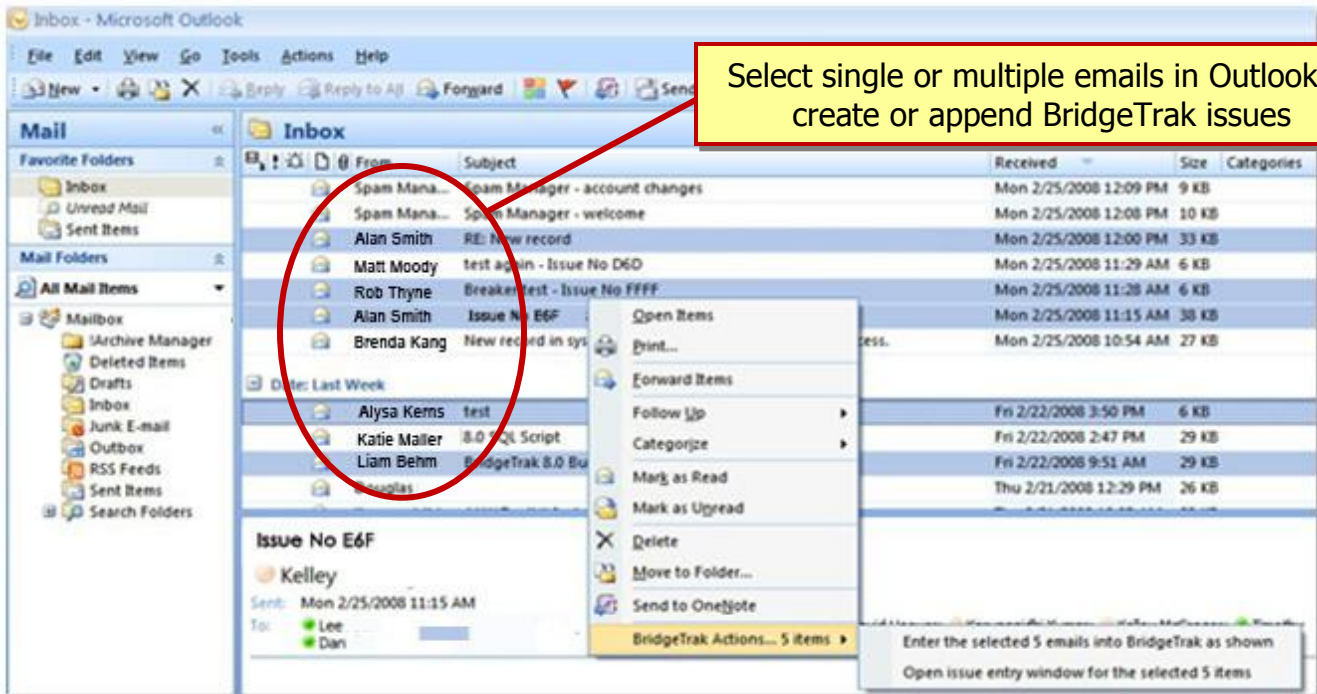


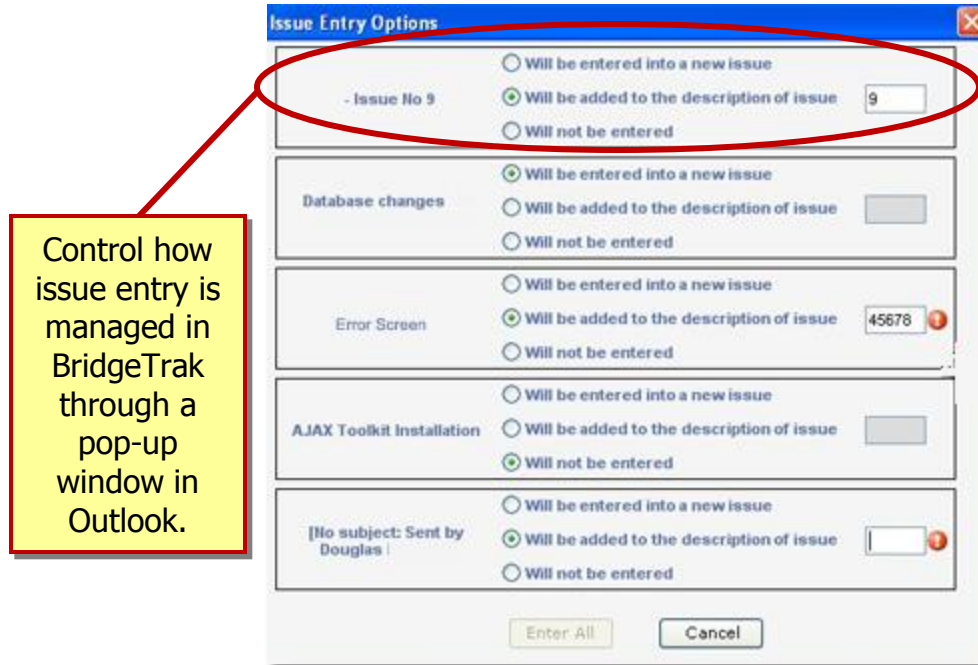
Asset Management window:



***NEW* Outlook Plug-In**

A new plug-in for Outlook allows you to click a button on your Outlook toolbar and create an issue in BridgeTrak from that email. This is a useful tool when customers send an email directly to an individual rather than to the address being monitored by BridgeMail.





***NEW* Multiple Databases**

Easily configure BridgeTrak for use with multiple databases. For example, one database may be used for software development and another for the help desk or technical support. With this enhancement, you can easily switch back and forth between those databases through the “connection profile” located on the login screen.



***NEW* Integration with Desktop Authority**

Version 8.0 also marks the first integration point between BridgeTrak and the Desktop Authority product line. BridgeTrak’s asset manager will now let you select whether an asset type or individual asset should be remote controlled enabled so that you can launch Desktop Authority’s Remote Management from the asset section of BridgeTrak’s issue window. This allows the help desk technician to directly assist users with desktop issues by remotely managing or controlling their desktops, when BridgeTrak is used in conjunction with Desktop Authority.

***Enhanced* Installation**

The installation routines for BridgeTrak for Windows and Web have been significantly simplified, removing the need to manually build or initialize the BridgeTrak database.

***Enhanced* Licensing**

In BridgeTrak 8.0, licenses can be used with both Windows and Web interfaces. Customers no longer have to decide which interface they want to use – they can use both! For example, if I purchase licenses for 5 help desk technicians then all 5 can use either the Web or Windows interface or both to access the same ticket database.

Summary

BridgeTrak 8.0 includes a number of significant usability features and enhancements. With faster installation, more customization, improved email integration, the first steps towards integration with Desktop Authority and more flexible licensing, BridgeTrak is competitively positioned to gain further momentum in the help desk and support industry.