ISSUE TRACKING SOFTWARE

- Web based issue tracking system
- Issues are logged against a particular space
- Add your own custom fields
- History of each issue is stored and can be viewed
- Email notifications concerning tickets can be sent to users
- Contains dashboard with statistical data of number of issues open, closed, etc.
- Attachments can be added to each issue
- Tickets can be logged via email
- Search functionality by issue ID, incident date, person assigned to, etc.
- JTrac is open source

CAPTURE TICKETS EASILY – EMAIL OR WEB FORM

JTrac allows you to capture tickets easily on simple and uncluttered forms. Tickets can also be captured via email. Users simply send an email to a specific email address which has been associated with a particular space or unit and a ticket is created using details in the email. You can also specify who will be assigned tickets that enter the system via email.

The email reader application periodically queries the JTrac database for the list of emails.

The list of emails is returned and all unread emails are read by the application and converted into tickets in JTrac.
JTRAC IS OPEN SOURCE, SPONSORED BY PRAXIS

The source code for JTrac is available on GitHub. Praxis is the sponsor of this open source project. It is written in Java, uses a MySQL database and runs on an Apache server. If you want to contribute or would like to collaborate in developing new features, please contact JTrac@Praxis.co.za.

Dashboard view with a collapsible panel that shows statistics

Viewing an issue along with its history