

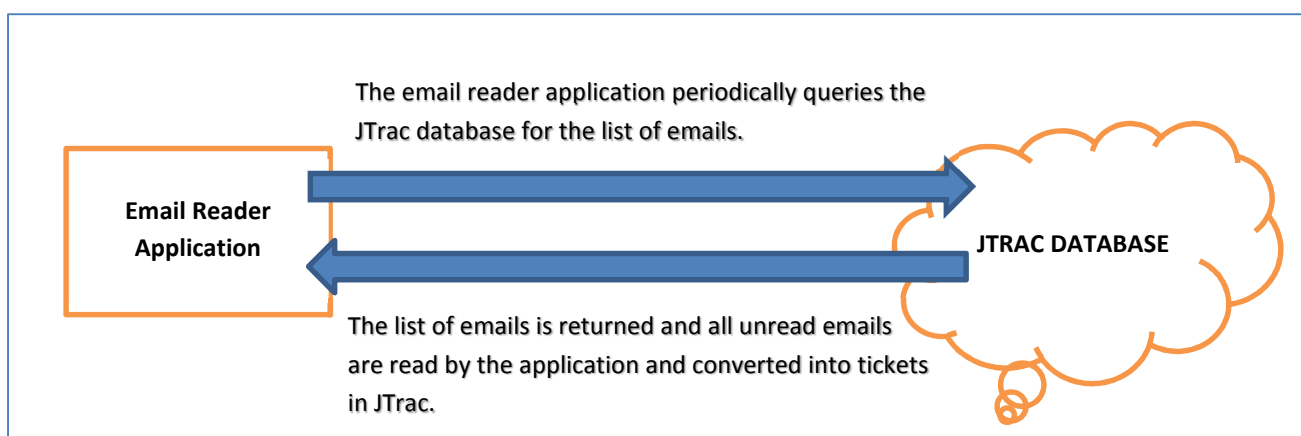


ISSUE TRACKING SOFTWARE

- ✚ 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.



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.

Space	Action	Status	Logged By Me	Assigned To Me	All
DEV SPACE [DEV]		Open	57	105	107
		On Hold	1	2	3
		Closed	1		6
			59	107	116
Financial Management Department [FMD]			0	0	3
Stock Taking [STD]			1	0	8
TEMPLATE [TEMPLATE]			0	0	0
			60	107	127

Dashboard view with a collapsible panel that shows statistics

DASHBOARD
DEV SPACE (dev)
NEW
SEARCH
OPTIONS
LOGOUT
Samuel Jackson

ID: DEV-484 Edit

Status: Closed Logged By: Samuel Jackson Assigned To:

Summary: Cannot update account details

Detail: Sarah gets an error when she tries to edit her account details on the accounting system. Please assist.

Priority: HIGH

Category: Support

Originator: Sarah Goodwin

Originator Contact: goodwins@companydomain.co.za

Due Date: 05-05-2011

Date Logged: 05-05-2011

History

Logged By	Status	Assigned To	Comment	Reason Outstanding	Time Stamp
Samuel Jackson	Open	Jacob Henney			2014-05-05 15:50:13
Samuel Jackson	Closed		Issue resolved		2014-05-05 15:50:49

New Status:

Assign To: -- choose status --

Comment:

Notify By Email

 Admin
 Jacob Henney
 Samuel Jackson

Attachment

 No file chosen
 File limit: 1 (Please zip files if more than 1)

Viewing an issue along with its history