

EasySMS Office Issue Management

The EasySMS Office system provides a complete sms solution for companies wishing to deploy an integrated multi-user sms system. The software is deployed as an SMS Server attached to multiple networked Clients.

One of the advanced features of the EasySMS Office is the comprehensive Issue Management system that provides for issue tracking and tracing with integrated sms. In addition a task scheduler is provided for scheduling of user tasks with dynamic sms notification.

Why use an issue tracking system?

Using a issue tracking system provides you with an invaluable tool for:

- Understanding the work flow in you company
- Providing a standard mechanism for your staff to follow when performing a function
- Keeping a history of work performed in your company
- Assigning and tracking responsibilities
- Project Management as well as understanding the completion state of all outstanding issues.
- Tracking the amount of time it takes your staff to complete tasks
- Assigning and distributing tasks to your staff

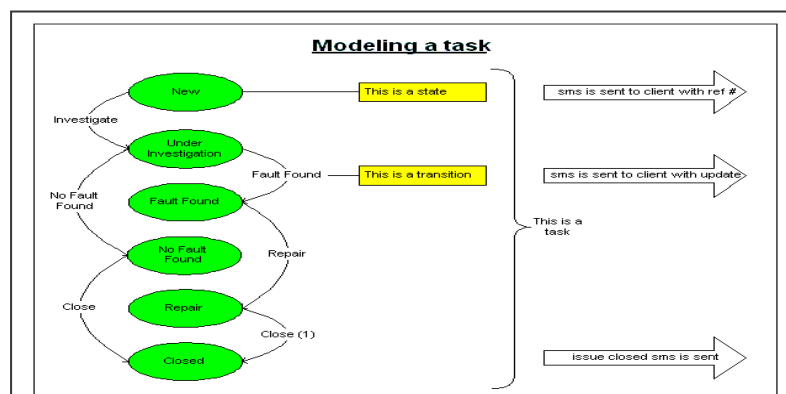
The EasySMS Office state based tracking and tracing system allows you create as many tasks as you would need. Tasks a created on the EasySMS Office Manager and they are used to define the processes in your company that you wish to track.

What is a task?

A task is a collection of states and transitions. The states define the allowable states through which an issue may move. Transitions define the allowable movement between states.

After creating a Task in the EasySMS Office Manager, you can define the sms's that will be sent to customers to update them of the progress of their issues. Three type of sms's can be defined for each task type:

- The new issue sms, which informs the customer that their issue has been created. A unique reference number is generated when each issue is created and can be included in the sms.
- The update sms, which is sent to the client when an issue is transitioned. This sms informs the customer of the new state of the issue.
- The issue closed sms, to inform the client that the issue has been resolved and closed.



Creating Projects

Once you have define your task, you can create a project. A project inherits the defined states and transitions of a task. When you or your staff generate new issues a project will have to be selected. Selecting the project will define the states / transitions for the issue.

Creating Issues

In the example below, a customer (Rob Leisegang) has requested a new feature for the EasySMS Office. New customer details can be captured when creating issues.

The screenshot shows the 'Issue Management' window with the following fields and options:

- Contact:** Rodney Grainer
- Issue Type:** ESO Fault Manager
- Issue Ref:** Pending
- Create Date:** 2007/09/04
- Title:** New feature Request
- Current State:** New
- Start Date:** 2007/10/25 05:02:00 PM
- Target Date:** 2007/10/31 05:02:00 PM
- Remind days:** 5 before overdue (Enabled)
- Remind hrs:** 2 before start (Enabled)
- Send SMS when:**
 - Issue Created:
 - Issue Transitioned:
 - Issue Closed:
 - Remind Start (User SMS):
- Reason:** Please implement additional cutom fields for issues.

Project defines the workflow

Customer associated with this issue

Target, Start Date and issue reminders

Customer Issue SMS control

User issue schedule SMS control

Transitioning an Issue

In the example below, the person responsible for this issue is transitioning the issue to a new state.

The screenshot shows the 'Issue Transition' window with the following fields and options:

- New Transition:**
 - To State:** State1
 - Effort:** 2.45 Hours
 - Reason:** Completed preliminary feasibility study. The feature is feasible and should take 14 man days to implement.
- History:**
 - Task ref: TT00053
 - Title: New feature request
 - Created by: gsm
 - State: New
 - Relating to: Rob Leisegang
 - Created on: 2007/06/17 17:48:46
 - Target date: 2007/06/21 09:27:00
 - Reason: A new feature has been reuested to allo users to share contact information. Please investigate the feasibility of this feature

Link customer files to issues

Update issue state, effort and work performed

Issue history

Re-assigning Issues

Issues may be re-assigned from one user to another user at any point during a project workflow. Tacking of user assignment is kept within the issue history providing a complete responsibility audit trail.

File Manager

During transition of an issue, files may be linked to the issue. When a file is linked, it is copied from the users PC to the EasySMS Office server PC's centralised file manager. Linked files can be viewed at any state. If the issue is re-assigned from one user to another, the new user will be able to view the associated issue files from the EasySMS Office Server PC.

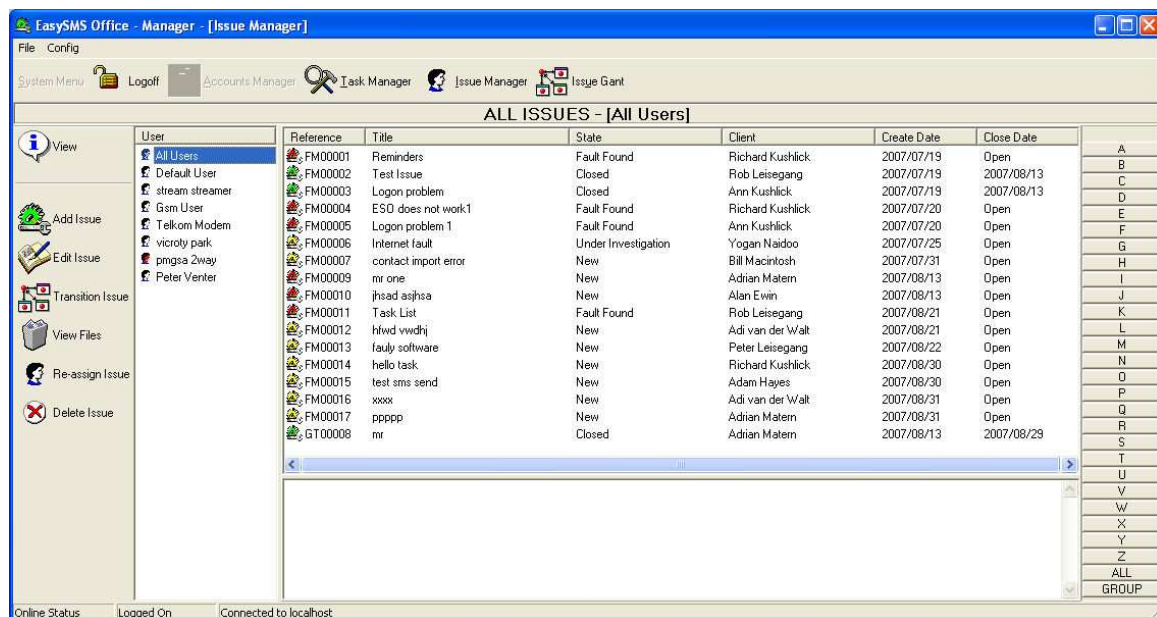
When files are updated, they are automatically versioned.

Centralised Issue Management

The EasySMS Office Manager provides the mechanism for centralised management of all issues. The following functions are provided:

- Task and associated sms definition
- Issue management and allocation for all users
- Reporting and graphical analysis with comprehensive filtering
- Task scheduling with user reminders / sms notification

Standard Issue Management



EasySMS Office - Manager - [Issue Manager]

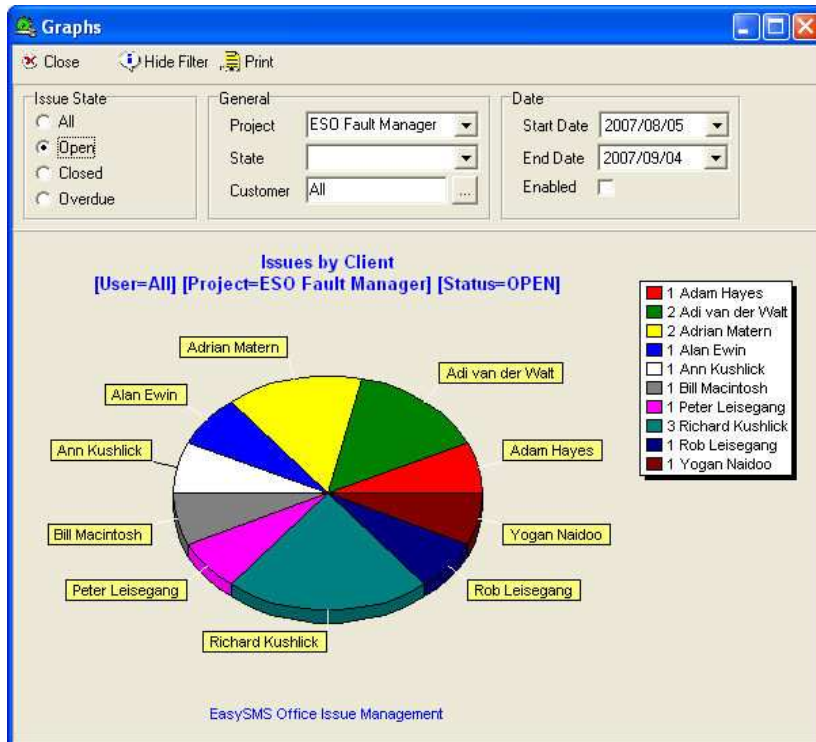
System Menu Logoff Accounts Manager Task Manager Issue Manager Issue Gant

ALL ISSUES - [All Users]

User	Reference	Title	State	Client	Create Date	Close Date
All Users	FM00001	Reminders	Fault Found	Richard Kushlick	2007/07/19	Open
Default User	FM00002	Test Issue	Closed	Rob Leisegang	2007/07/19	2007/08/13
stream streamer	FM00003	Logon problem	Closed	Ann Kushlick	2007/07/19	2007/08/13
Gsm User	FM00004	ESD does not work1	Fault Found	Richard Kushlick	2007/07/20	Open
Telkom Modem	FM00005	Logon problem 1	Fault Found	Ann Kushlick	2007/07/20	Open
victory park	FM00006	Internet fault	Under Investigation	Yogan Naidoo	2007/07/25	Open
pmgsa 2way	FM00007	contact import error	New	Bill Macintosh	2007/07/31	Open
Peter Venter	FM00009	nr one	New	Adrian Matern	2007/08/13	Open
	FM00010	jhsad ashsa	New	Alan Ewin	2007/08/13	Open
	FM00011	Task List	Fault Found	Rob Leisegang	2007/08/21	Open
	FM00012	hfwd vvdrij	New	Adi van der Walt	2007/08/22	Open
	FM00013	fauly software	New	Peter Leisegang	2007/08/22	Open
	FM00014	hello task	New	Richard Kushlick	2007/08/30	Open
	FM00015	test sms send	New	Adam Hayes	2007/08/30	Open
	FM00016	xxxx	New	Adi van der Walt	2007/08/31	Open
	FM00017	ppppp	New	Adrian Matern	2007/08/31	Open
	GT00008	nr	Closed	Adrian Matern	2007/08/13	2007/08/29

Online Status Logged On Connected to localhost

Issue Reporting



Issue Scheduling

