Ticketing System Comparison Data Worksheet

	IQ Track	Track It!	Spiceworks
Questions asked in ILTA session			
Does it have a knowledge base?	Yes. There is a firm-specific knowledge base [as well as a sanitized global one]. The knowledge base can be searched in its entirety, but also, once a category has been chosen within a ticket, the knowledge base articles pertaining to that category are immediately available within the ticket. Articles viewed within the ticket are automatically listed as having been referenced during troubleshooting. Additionally, articles can be made available to end users on an article by article basis if desired.	Yes, the knowledge base can be searched from within the ticket, self service web portal or the solution database. The knowledge base articles can be applied to a ticket with one click and you can create a knowledge base article from the resolution of a ticket. Articles can be mark private or public.	Yes. It's currently only for use by the IT Department in our environment. We haven't rolled it out to end users yet. It is currently housed on our Spiceworks server.
Does it integrate with Active Directory?	That integration is in development at the moment. Until it is ready for general release, they also provide the ability to import a list of users and the ability to add custom fields. For firms that have the in-house talent to access it, a programmers API and a Postini-style batch language can be used to make changes to user records.	Yes, users and Technician are imported in the setup automatically. We import information such as email, location, phone number and other custom fields. We have also setup pass-through authentication when accessing the technician client or self-service web portal.	Yes. You can use Spiceworks to integrate with your Active Directory to provide user authentication in the User Portal as well as import users to People View to view their information, reset AD passwords, and unlock accounts.
Does it have a Mobile App?	They offer a browser-based version of the application designed to be viewed through web browsers on mobile devices. You can't tell it apart from a native app once it has been bookmarked. Additionally, there is a feature in the e-mail notifications for escalated tickets allowing the tickets to be "taken" or marked as "handled" by replying to the e-mail notification. The tickets are moved to that person's queue where they can be updated upon return to his or her desk.	App no, but in does have a mobile website for both Technicians and users. The mobile website has most of the features available in the client. Can put info in by email by simple replying to the email created by our system	Yes. There are platforms for both Android and iPhone/iPads. Spiceworks Mobile lets you tackle the same daily IT duties you use Spiceworks IT desktop for – but from the palm of your hand: • View and field help tickets from anywhere • Access wireless network monitoring • Manage your network inventory remotely • Get mobile Active Directory accessNot at this time.
Does it allow the users to fill out a survey?	Upon close of a ticket, an e-mail is generated to the user containing a summary of the tasks involved in the resolution of the problem. Ticket surveys can also be sent for the same ticket to the user's assistant if he or she requested support on the user's behalf. Also contained in the e-mail is a link to a survey. There are four survey questions that can be answered by selecting a radio button as well as an opportunity to enter free form text before submission. The product contains settings that allow the firm to select what happens when a survey is completed. We have set it up so that if a survey contains free form comments, it is reopened and placed in the queue of the ticket opener or that person's superior. There is also a provision whereby, if a survey has been sent to a user within a certain time period, additional surveys will not be sent. We have chosen not to enable this option.	Yes, we send out a survey to 20% of the closed tickets which we customized to meet the question we needed to ask. You can also have multiple surveys setup	Not at this time.
Does it have any Quality Control features?	There are several features that aid in Quality Control. Each ticket has a QC tab. If a ticket was not handled in the way the firm wanted or a more efficient approach could have been taken, we include this information on the QC tab. Once the information has been added, it can be sent to individual analysts who worked on the ticket or their supervisors or all of the above. We also have the ability to add VIP Notes to user records to indicate any special information pertaining to that user. Knowledge base articles pertaining to the ticket category help improve support quality. Each task within each ticket also has a space for Private notes that only analysts can see so that an analyst can indicate issues that occurred during the resolution that may be helpful to other analysts but do not need to be seen by the user when the ticket is closed. Each analyst in the system sees a list of new unread knowledge base articles, surveys and tickets they escalated so that they can review them.	No, not natively. The work around I have, is to review each ticket for correction. I can insert notes into the ticket both private and public on the corrections that need to be made	Not any formal features, but we use notes to add notes that are for IT technicians only. We also do some informal quality control by the use of custom reports and manually reviewing tickets.
Does it have a method for incident management?	There is a way to post information about a large-scale outage. It appears at the top of the user interface so all analysts can see it. New tickets can be attached to the outage for unified updating. When the issue is resolved, closing the outage closes all attached tickets.	Yes, WE post information about outages on the self-service website and in the technician's client. We also create a master ticket which can be linked to from any of the child tickets.	
Does it have self-service options?	Yes. Users may create tickets through a self-service system. We have created self-service ticket templates for laptop and other equipment requests and several other things that always involve asking users to answer specific logistical questions. The same system can be used to allow them to view knowledge base articles, selected broadcast messages and selected outages but without ticket details. Invitations to use the self-service system can be included in closed ticket notifications, as well.	Yes, users can submit a new work order requesting help from IT, view and search for solutions to common problems (solutions that IT has approved for end users of course), view the status of previously submitted work orders, view their asset information if they have a company computer that has been scanned and audited by the Track-It! Audit and view Change Requests that they are listed as the approver for. You can links to other website and allow for users to reset there own passwords. The Self Service portal also supports trusted AD authentication to make it even easier for your end users to connect and authenticate into the site	Yes, but we do not have it turned on at this time. There is a self-service portal that we have not yet pushed out to the users, but it would allow them to enter tickets, review tickets, and search the knowledge base.
Does it have reporting features?	Yes. There are extensive built-in reporting options. My favorite reporting feature is the ability to search for any ticket that has a survey response. I can also be more granular and search only for tickets with comments within the survey or only surveys that have negative responses. I also like that I can search for tickets that contain QC comments. I can search by category, user, opener, closer, location, priority, origin and many other things. There is also an option to export search results to .csv.	Yes, the program comes with many pre-defined reports or you can create your own\modify existing ones using Crystal Reports which also come with the program. You can have reports set to automatically email them to you or simply print them.	Yes. There are a number of pre-designed reports and you can make or import your own reports. While the interface is not as slick as some of the other platforms, the reports are easily customizable and are easy to run, print, and export to Excel.

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Is it legal specific?	The product was built specifically for supporting the legal industry. Some legal-specific features include VIP notes, tracking contacts (assistants) in addition to the timekeeper and exposing that to reporting, and the recording of work time by task.	No, the program is design to be used by any company. We use the program within our IT department and allow HR, Accounting and the Librarian to use it. Each Department has their own cues and is unable to see other department's tickets. There are a number of fields that can be customized to meet the needs of each organization.	No, it is not, but there are several law firms using it and there are some threads that deal specifically with law firms.
Does the product include a method for remote controlling the desktop?	No. But we use ProxyNet's product to remote control desktops.	Yes, we don't use the feature, but have integrated our own remote control software directly into the program. We have the ability to click one button and remote to the users' computer	No. But we use ProxyNet's product to remote control desktops.
Does it have the ability to create custom escalation rules?	Yes. Each category can be set up with specific escalation rules to escalate to a technician, queue or distribution list. Categories can also be set such that they can only be handled by the local office. Specific information or questions can be associated with the category to alert the analyst of any special information pertaining to the category. After-hours escalation information can also be set.	Yes, rules can be setup by using a number of criteria's to escalate a ticket. E-mail can be automatically generated when the tickets expected or due date are approaching or over due.	Not by its own merit. Our solution does, however, integrate with some of the most common remote control systems, allowing you to control a device from within the software. We utilize another remote control software and, therefore, do not use this feature.
Does it have asset management features?	Not at present, but some asset management features will be available in the second quarter of 2014.	Yes, we have chosen not to use it because we have other software. Track-It will search for anything on the network such as computer, printers and servers. You also have the ability to setup white list and blacklist for software.	Yes. From workstations and servers to routers and switches…and even printers and phones….If it's on your network, Spiceworks will automatically find it, collect detailed information, and even categorize it!
Does it have change management features?	The next version will have a categorized Change Log with reporting for Engineers that can be exposed to Analysts in the context of support tickets.	Yes, the change management feature allows you to have approvers, sequential or simultaneous, approve or deny from the self-service portal. We use this feature for equipment requests and network changes.	Spiceworks' timelines let you see a running list of hardware and software changes over time – so from RAM upgrades to hotfix installations, you can quickly see recent changes that will help you diagnose problems. The Spiceworks Help Desk allows you to easily create and track any attributes you choose. So you can easily track changes including risks, goals and roll-back procedures along with the rest of your IT projects! Spiceworks allows you to create custom network monitors that alert you when network changes occur. So whether it's something major like a server going offline, or minor like a printer running out of toner – you can receive real-time alerts notifying you of what's happening!
Is there a way to indicate someone needs training?	Yes. Each ticket has check-boxes within it to indicate the user needs or wants additional training, a visit is required or potential problem. Reports can be run to pull all tickets flagged with these boxes.	We use a category to indicate someone needs training within a ticket. Track-It also as a Training module which allows you to keep track of training classes that your IT staff or other employees have taken. It allows you to keep records of the type of course, dates the course was taken and the results of the class.	Not at this time, but we are going to add a custom checkbox for that purpose in the near future.
Does it have ACD integration?	Yes. Any ACD system that can call an API/URL can "pop" a pre-populated ticket. They do have a companion product available as a package that provides extras like contact logs and call-recordings available in tickets once closed. An outage notification system that allows the firm to place a custom or pre-recorded message in front of incoming calls in the event of an outage is also available.	We do not use an ACD so I'm not sure if it does or not. If you phone system supports it, you might be able to integrate it	No. This system is not dealing with our phone system at all, so that is not an option with our current integration.