



May 2007 Newsletter

What our customers are saying...

"We are excited about the possibilities presented by Insight. With its flexible and customizable interface, all stakeholders can get personalized project status quickly and easily. The ability to drill down to the issue level is fantastic, a really terrific feature. Insight would be a great addition for any organization."

Jeff Hall
Quality Assurance Manager
[Henry Schein Practice Solutions](#)

IssueNet Insight Beta Available

IssueNet Insight is a new Elsinore product which adds dashboard reports and metrics to Elsinore solutions. Using Insight an organization can provide its team members and customers with a variety of dashboards which present real-time information in the form of charts, gauges, and tabular reports. Every dashboard can provide multiple levels of drill down which allow easy navigation from high level statistics to specific issues and tasks. One of Insight's most powerful capabilities is its ease of configuration. New dashboards can be created in a drag and drop environment with no technical skill required.

The IssueNet Insight beta is ready for download and the beta program is open to all Elsinore customers with current support and maintenance. If you are interested in participating in the beta program, please contact Morgan Hefner at: morgan.hefner@elsitech.com.

IssueNet Assist Help Desk Solution Beta Available

Elsinore Technologies is pleased to announce that IssueNet Assist, a solution for managing help desk and product support issues, is now available as part of the IssueNet 4.5 beta release. IssueNet Assist

configures IssueNet with items, fields, workflows, reports, and forms designed for managing a complete customer support process. Assist was developed by, and is currently used to manage, Elsinore's own customer support process and is now available to Elsinore customers. Assist can be used as a standalone solution or combined with other solutions such as Intercept to provide fully integrated customer support and software defect tracking processes.

The IssueNet Assist solution beta is ready for download and the beta program is open to all Elsinore customers with current support and maintenance. If you are interested in participating in the beta program, please contact Morgan Hefner at: morgan.hefner@elsitech.com.

Elsinore Exhibiting at Microsoft Worldwide Partner Conference

From July 10th through July 12th, Elsinore will be exhibiting at the Microsoft Worldwide Partner Conference. Feel free to stop by and talk with us about your business and the needs that you may have for your IT Issue Management initiatives.

If you would like to set up a time to stop by and see a demo or talk more about our partnering opportunities or product offerings, contact Morgan Hefner at: morgan.hefner@elsitech.com.

To learn more about the conference, [click here](#).

Tech Tip: Configuring Multiple IssueNet Central Sites

IssueNet Central is designed to deploy IssueNet applications including the IssueNet Client, IssueNet Administrator and IssueNet Architect from a single site.

There are situations where it would be convenient to display different IssueNet Central application options for different client users. This month's tech tip describes the steps required to deploy two IssueNet Central sites.

[More Information](#)