



## August 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 4.5 Released

Elsinore Technologies, Inc. is pleased to announce that IssueNet 4.5 platform has been officially released. The 4.5 upgrade is available for download via the [customer portal](#) page to customers with active support and maintenance. In addition to new features and fixes, the 4.5 platform release includes the IssueNet Assist help desk solution, and introduces a new dashboard product: Insight. Read below for more information on Insight and Assist.

### IssueNet Insight 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 allows 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. Try it for yourself in our fully functional [Online Demo](#) site.

The IssueNet Insight product is ready for purchase. To celebrate the release of this new product, Elsinore is offering Insight at special promotional pricing until the end of September 2007. If you are interested in learning more, please contact Elsinore Sales at: [sales@elsitech.com](mailto:sales@elsitech.com).

## **IssueNet Assist Help Desk Solution 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 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.

To celebrate the release of this product, Elsinore is offering a 20% discount on licenses purchased until the end of September 2007. If you are interested in learning more, please contact Elsinore Sales at: [sales@elsitech.com](mailto:sales@elsitech.com).

## **Have Elsinore Develop Your Novel Custom Solution for Free!**

One of the core strengths of the IssueNet platform is the extensive opportunity for customization to diverse business processes. We want to hear your ideas for using IssueNet outside of software lifecycle management. Over the next 4 weeks, Elsinore will be accepting proposals from our customers for novel custom solutions - we will then select the most compelling entry and develop it for you free of charge. So get those requests in by September 15!

To qualify for consideration, the proposed solution must fit the following criteria:

1. A novel use of IssueNet in a business process outside software lifecycle management or defect tracking (i.e. Fleet Management, RFP Processes, Order Fulfillment)
2. Represent a significant set of use cases, not just a feature

3. Customer commitment to defining requirements and providing subject matter expertise where applicable
4. Feasible to be completed in one month time frame

For more information or to submit your proposal, please contact:  
[sales@elsitech.com](mailto:sales@elsitech.com).

## **Elsinore Exhibits at Microsoft Worldwide Partner Conference**

From July 10th through July 12th, Elsinore was an attendee/exhibitor at the Microsoft Worldwide Partner Conference in Denver. We would like to extend thanks to those customers and companies that stopped by our booth at the show.

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

## **Tech Tip: Using the Hierarchy Navigator Control**

A commonly requested feature for issue tracking forms is 'select list dependencies' in which a selection in one list determines the possible values in another, and so on. Dependent select lists are useful whenever a user needs to categorize an item according to rules that organize the terms in a hierarchy of dependent values. For example, one list would allow user to categorize a problem as one relating to either "Hardware" or "Software", and then based on that selection, another list would display additional category values based on the selection in the first list.

This month's tech tip describes how to use the Hierarchy Navigator control to add dependent select lists to IssueNet rich clients, such as the IssueNet Manager or IssueNet Workspace, as well as browser based products like IssueNet Relay.

[More Information](#)