



ISSUENET 5.0 BETA AVAILABLE - FINAL RELEASE JUNE 2

Elsinore is pleased to announce that the Beta period for the upcoming 5.0 release of IssueNet is now open. The open Beta period runs until June 2, 2008, when IssueNet 5.0 will be officially released.

As detailed in last month's preview article for the upcoming release, the focus has been on improvements and simplifications over "checkbox" feature adding. The most visible changes in IssueNet 5.0 are to the toolbars and standard views - creating a familiar MS Outlook-style view. Simplifications to certain aspects of workflow and notifications have been implemented based on specific user feedback, while updates to the main solutions reflect our continued commitment to provide best practice configurations out-of-box. The full release notes are available here.

The IssueNet 5.0 beta program is open to all IssueNet customers with current support and maintenance. If you are interested in participating in the beta program, please contact Elsinore support at support@elsitech.com. Elsinore also runs a regular live webinar schedule, which allows a full look at the new release in an hour.

MAJOR 5.0 IMPROVEMENTS

- 1. UI OVERHAUL - TOOLBARS AND PREVIEW PANE**
- 2. WORKFLOW AND NOTIFICATIONS**
- 3. WIKI-BASED WEB HELP**
- 4. UPDATES TO INTERCEPT, ASSIST, AND OVERSIGHT**

5.0 UPGRADE ELIGIBILITY

VERSION 4 TO VERSION 5 UPGRADES FREE TO THOSE ON ACTIVE SUPPORT

Organizations on active IssueNet support and maintenance will receive the 5.0 upgrade and subsequent 5.x upgrades free of charge. Upgrades are available for download from support.elsitech.com. Upgrades from the 3.x versions of Visual Intercept remain paid upgrades. For any questions regarding current support status or eligibility, please contact Elsinore Sales at (866) 866-0034 or via email.

FEATURE SPOTLIGHT: MICROSOFT OUTLOOK INTEGRATION

We are spotlighting the Microsoft Outlook Integration in a blog entry and series of resources this month. Check out the full entry on blogs.elsitech.com. *From the entry:*

"As the developers of IssueNet, we are often asked how we use the product internally. There are two answers to that question. Operationally we use IssueNet for many core functions: software defect tracking, external customer support, internal IT help desk,

CRM, and miscellaneous issue tracking. But what people are usually asking is: in the practical course of our days, how do we interface with the system most? It varies some from department to department, but our favorite interface is the Microsoft Outlook integration."



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