






## Track-It!® from anywhere at anytime

The ability to access systems from mobile devices is no longer an option, but a requirement. The Numara Track-It! On-The-Go, Web solution can now be accessed via your mobile device anywhere at any time. Whether you are in another building, on the road, on vacation or in another country, you can access all the information you need - when you need it - from the Track-It! Help Desk regardless of where you are.

### Product features:

- 
**Access anywhere:** Real-time access to Numara Track-It! from anywhere, without a PC
- 
**Ready for work:** No configuration or 3rd party software required
- 
**Fit for purpose:** Specially designed for small screen layout

### The freedom to simply...improve customer satisfaction

Customer satisfaction is directly related to your ability to deliver quality service in a timely manner – Both are required. Accelerate problem resolution and improve your customer service level agreements with Track-It! Mobile Web. Empower your help desk staff with real-time, smartphone access to important information and solutions in your help desk – from wherever they are. Whether they are in the office, at a customer site, or in transit, agents can stay connected to your help desk, making them more responsive and productive, enabling your IT staff to solve customer problems faster.










Agents save valuable time and money if they can go from one engagement to the next without needing to return to their office for updates. They can stay on top of assignments and deliver exceptional service all at the same time. Even in a demanding environment of rapid change, your organization can adapt quickly to shifting user priorities if your help desk staff are always connected. Data accuracy is ensured and you always have the most up-to-date information on agent activity and availability so that you can make better decisions more rapidly and ensure that nothing falls through the cracks.

### The freedom to simply...access mobile functionality without installation or configuration

With Track-It! Mobile Web, an agent can perform most of the help desk functions they typically use at their desktop from the palm of their hand. Track-It! Mobile Web was designed to present the Track-It! work order in a way that is easy to use and makes sense for the smaller screen of a mobile device. Simply point your mobile device browser to the Track-It! Web URL and when connected, the site will detect the mobile device and automatically redirect you to the Track-It! Mobile interface.

Agents are no longer restricted to a computer or e-mail to interact with the help desk. They can stay on top of their assignments and updates with dynamic, real-time access to your help desk from anywhere, at any time, by simply using the web browser on their Android or Apple® iOS® devices.

### The freedom to simply...perform critical support functions in real-time from wherever you are

-  View a complete up-to-date list of assigned work orders
-  View lists of all work orders or overdue work orders
-  Create, edit or close work orders
-  Create assignments linked to work orders
-  Copy work orders
-  Add detailed notes in the description
-  Review the status of Change Requests
-  Perform keyword searches to locate related work orders
-  Conduct full text searches of the knowledge base



## Technical Specification:

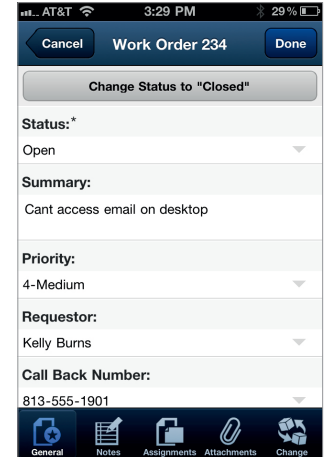
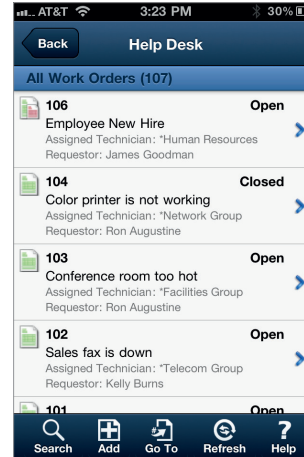
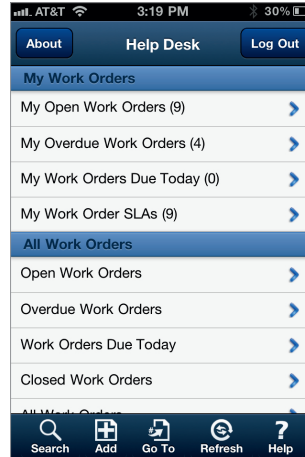
### Devices Supported

- Apple iPhone, iPod Touch and iPad
- Android 2.2 phones and tablet devices
- Any smart phone or mobile device supporting the web kit browser engine

## The freedom to simply...customize Your Workflow without Programming

Although the user-friendly layout does not require special software and can be used right out of the box, it can easily be configured to meet your specific needs.

A Track-It! Administrator can streamline the Mobile interface and customize its view differently from the desktop interface by removing fields that are not needed in the smartphone view, simplifying data entry on a small screen. Customizing the field order or visibility does not require any programming or extensive technical knowledge, making Track-It! Mobile Web a very practical solution.



### Track-It!<sup>®</sup> family

- Ti HelpDesk
- Ti Change
- Ti Inventory
- Ti KnowledgePaks
- Ti Remote
- Ti Barcode
- Ti PC Migrate
- Ti Survey

## Who are we?

Numara<sup>®</sup> Software Inc. is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara<sup>®</sup> FootPrints<sup>®</sup> and Numara<sup>®</sup> Track-It!<sup>®</sup> collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.



freedom  
to simply choose  
the right solution for you