



## What's New in BMC Track-It! 11.2

BMC Track-It! 11.2 continues to improve its industry-leading position as the IT help desk and asset management solution for small-to-medium-sized businesses with new time tracking capabilities, stop the clock functionality and response time SLA monitoring.

### New Help Desk capabilities

To further enhance the help desk user experience, technicians can now:

- » Keep a more accurate record of the amount of time spent on a work order with the automatic work order timer.
- » Manage SLAs and user expectations with the new Stop the Clock feature which allows technicians to pause an SLA if there are circumstances beyond their control.
- » Ensure quick response times from your technicians using the new Response time SLA which automatically sets an expected response time and then records the time of the first response by a technician.

Work Order - 1042 | Work Order is on hold. The clock has been stopped.

File View Actions Help

Save [Icons] Change status to "Closed" Search [Icon]

Requester: Ashlee Owens Call Back Number: 813-955-0989 Asset: TRACKITD-4001016 ID: 1042

Summary: Hard Drive dead Priority: 1-Critical Status: Ordering Parts

Notes Resolution Additional Fields Attachments (0)

**New Note**

Type: Technician Note Activity Code:

Note:

Private Add Note

**11/19/2013 2:18:42 PM by Joe Administrator**  
Technician Note - Clock Stopped (Public)  
Waiting on ordered parts.

**11/19/2013 2:15:48 PM by demo**  
Technician Note - (Public)  
Ordered the new drive. Vendor says it will be 1 week.

**11/19/2013 2:15:18 PM by demo**  
Work Order Description - (Public) Time Spent (hh:mm) - 00:02  
The hard drive on her laptop is completely dead. It is under warranty and has to be ordered.

Classification and Schedule

Type: Assigned Technician: Joe Administrator

Subtype: Expected Completion Date: 11/19/2013 2:43 PM

Category: Date Completed:

Expected Response Date: 11/19/2013 3:13 PM Date Responded: 11/19/2013 2:15 PM

Custom Fields

Backout Reviewed: Lookup 2:

Lookup 3: Lookup 4:

Lookup 5: Lookup 6:

Text 1: Text 2:

Date 1: Date 2:

Applicable Policies

Skill Routing: Designated Technician: Apply

Event Policy (SLA): Due Date:

Work Order saved. | Time Spent - 00:07:07

Figure 1. New capabilities in BMC Track-It! make it easier for you to manage your help desk.

### Administrative, integration, and usability improvements

This latest release of BMC Track-It! includes a variety of new capabilities that simplify administration, improve the ability to integrate with other applications/systems and streamline the user experience. More specifically, BMC Track-It! now includes:

- » Web Services to allow integration with other software or systems
- » The automatic work order creation by email feature now supports IMAP email systems and the Exchange WebService for those using hosted Exchange.
- » New Whitelist feature allows you to specify that only email from specific domains be processed
- » Email processing can now be set to only process during business hours
- » Disconnected Audit allows you to scan laptops of users who are not always on the company network, transferring their scan data back to the server the next time they are on the network.

## For More Information

To learn more about BMC Track-It!, please visit <http://www.trackit.com/>

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