



Overview

- Coordinates resources across multiple teams and locations to collaborate on common issues.
- Provides an interface for browsing active- and recent-issue summaries.
- Provides an interface for displaying active- or completed-issue details.
- Provides a collaboration interface for displaying and managing comprehensive issue information.

Issue Coordination

- Facilitates dynamic participation as resources become available and unavailable.
- Provides the ability to automatically send participation invitations to groups associated with issue-creation keywords.
- Provides the ability to send group participation invitations.
- Provides the ability to send user participation invitations.
- Provides the ability to send guest participation invitations.

Issue Collaboration

- Provides participant communication using real-time messaging.
- Provides a manageable collection of facts and unknowns.
- Provides a manageable list of action items.
- Provides a manageable list of issue synopses.
- Provides participant communication using real-time messaging.

Real-Time Messaging

- Participants can post messages visible to all collaborators.
- Participants can post messages containing files or inline images.
- Managers can convert messages into facts, unknowns or action items.
- Full message history is available throughout the entire life cycle of an issue.

Visibility

- Maintains a list of all active issues.
- Maintains a list of all resolved issues.
- Facilitates knowledge transfer to participants without the need to distract active resources.
- Facilitates issue observation without the need to distract active resources.

Integration

- Provides a simple mechanism for managing the post-resolution process.
- Provides a simple mechanism for submitting issue information to external applications.
- Quickly creates an issue from an external data source.
- Provides multiple integration triggers for system activities.

