



## Key Features

- Zero foot-print Web client
- Configurable workflow to match your process
- Automatic assignment of defects
- Integrate with Version Control Systems
- Manage test cases
- Attach files
- Capture system information
- Automatic email notifications
- Complete audit trail
- Plan activities and tasks
- Time/Cost tracking
- Integrate with Soffront Knowledge Management
- Comprehensive reporting and querying - no IT support required
- Online and Email defect submission
- Support multiple product groups
- Monitor and enforce business process rules
- Multi-level group security and SSL support
- Unmatched adaptability

## Keep Defects from Falling Through the Cracks

Soffront TrackWeb® is the world's #1 web-based solution for tracking product defects and enhancement requests for enterprise customers. Follow your company's defect tracking process and work the defect from initiation to closure. Enhance your product quality and customer satisfaction.

Soffront TrackWeb helps you avoid redundant work, increase productivity, compress the product release cycle, make releases in time and accelerate the speed to market. Know where every defect stands in your process and make sure none of them slip through the cracks.

### Configure Workflow to Your Processes

Soffront TrackWeb dynamically generates action buttons that guide users to possible "next actions". With your system configured to follow your current process, this feature will reinforce process and keep everyone on track. Possible next actions are configurable for each user group, according to the workflow model.

### Assign Defects Automatically

Soffront TrackWeb automatically assigns defects based on the most efficient factors in your organization. Soffront's powerful assignment engine gets better with two new assignment types - "Round Robin" and "Even Load". Soffront also introduces support for database stored procedures to allow complex assignment conditions. Assign work based on product or module specialization or based on workload. When a defect is assigned, the assigned developer and/or tester receive email, with a URL pointing to the defect record.

### Plan Activities and Tasks

When developers log in, they see all of their assigned defects and whether they are open or validated. When testers log in, they see all of their assigned defects, as they are ready to be validated or verified. You can create activities around the assigned defects and get a calendar view of the day's schedule.

### Complete Audit Trail

Information on a defects progress is available through a complete audit trail. You can answer questions on who submitted the defect, when it was submitted, when it reached each stage and who moved it forward.

### Integrate with the Source Control System

Soffront TrackWeb seamlessly integrates with *Microsoft Visual SourceSafe* and *Perforce*, to provide a closed-loop analysis of the development process.

**Microsoft Visual SourceSafe** - This is based on an XML oriented resource-on-demand architecture and allows full working functionality of VSS from within Soffront TrackWeb.

**Perforce** - The integration is bi-directional and enforces the workflow. A job is created in Perforce automatically. A detailed record of all file changes (with version numbers) is kept with the defect record for cross-reference. The integration supports multiple Perforce servers and depots and effectively works within a distributed environment.

Soffront provides the professional services to integrate with most other popular Version Control Systems.

### Capture System Information for Defects

Soffront Defect Tracking gives you the power to capture all related system information when entering a defect. Define the parameters and design the user interface to capture all of them. Save time and prevent the opportunity for human error in reporting system configurations.

### Attach Files

Provide complete information about all defects by easy attachment of important information such as screen shots and other files.

### Automatic Email Notifications

Soffront TrackWeb automatically sends email notifications on field updates, or on the defects movement through your workflow. Notification gives you complete control over the process and ensures that nothing slips through the cracks. Automatically notify the submitter when the defect has been resolved.

## Comprehensive Queries & Reports

Soffront Defect Tracking provides pre-configured ways to examine and report on data. View defects by status, functionality, application module, severity, priority and age. Know when you can release, make meaningful release plans and monitor progress towards the release continuously. Render reports in text format or in colorful graphics, including trend lines, bar charts and pie charts. Creating new queries and reports require no IT help.

## Time/Cost Tracking

With the optional Time/Cost Tracking module you can Track the time spent on resolving defects and service enhancement requests. Calculate the total cost based on salary or pre-negotiated rate. Use the module for internal cost allocation, invoicing or measuring response times.

## Support Multiple Product Groups

Define different workflows for each project or product group. Combine different groups to create centralized reports.

## Soffront CRM Solution

The Soffront CRM solution spans sales, marketing and service functions. TrackWeb is tightly integrated with Soffront CRM.

## Flexible Licensing

Soffront offers an end-to-end CRM solution. However, because the Soffront solution is modular, you don't need to deploy the entire solution at once. Select the modules you need today, and activate the rest when you are ready. Soffront offers very flexible licensing options - floating, dedicated, site, departmental, timed or leased licensing options. You can also select either hosted, host-to-own or server licensing.

## The Soffront Advantage

- Over 15 years of product maturity
- Unmatched adaptability
- Deployed in days
- Zero footprint web-client

## Defect Tracking

- Defect, Test Case, Releases, Project objects.
- Associate Defect with multiple tickets, Releases, Projects.
- Integrated workflow with Customer Support so that Defect must be resolved to close Support Ticket. Auto-notification of Support Agent when Defect Resolved.
- Interface to version control systems: Visual SourceSafe, and Perforce.
- Special Query by Example for complex defect queries.
- Standard dashboard configuration, reports and queries for Engineering Managers, QA Managers, Development Engineers and QA Engineers.
- Integrated with all other system modules.
- Workflow and process management
- Test case management
- Integration with Knowledge base.
- Time/Cost tracking.
- Engineer productivity reports.
- Activity and task management.
- Notification and Escalation

## Base features included in all configurations

- Create, configure and manage user groups and users.
- Calendar and Task Management includes group scheduling and support for multi user time zones.
- Configurable Dashboards.
- Full Email functionality including reusable email templates.
- Standard report writer, with Drill down Graphical and Matrix reports.
- Integrated with MS Word to create, edit, and link documents from templates.
- Data management tools— easily copy, batch update/delete and merge records.
- Ad-hoc and complex querying capabilities including direct SQL queries.
- Data import and export capabilities, with better duplicate resolution and auto assignment of records.
- New Google Map Integration.
- Integration with Active Directory and LDAP.
- Business Rules & Notifications, template driven notification rules.
- Escalation Rules for all Modules.
- Linking Rules.
- Sales Rep and Helpdesk Agent Assignment Rules.
- Customize tables, fields, views and pick-lists.
- Define relationships between all tables.
- Create and customize workflows through system.
- Scripting interface and documented API with examples.

## Add-Ons

- Integration with Outlook: Calendar, Contacts and Email.
- Mobile and PDA Server
- Offline Client and synchronization Server
- Knowledge Management— Create, edit, manage, publish searchable knowledge database.



[www.soffront.com](http://www.soffront.com)

## Headquarters

45437 Warm Springs Boulevard,  
Fremont, CA 94539  
United States  
Tel.: (510) 413-9000  
Fax: (510) 413-9027

## Sales U.S. & Canada:

Tel: +1-800-SOFFRONT  
Email: [sales@soffront.com](mailto:sales@soffront.com)

Tel: +1-510-413-9000 Ext. 235  
Email: [sales@soffront.com](mailto:sales@soffront.com)