

ISSUE TRACKING SOFTWARE

Jtrac

Simple. Robust. Customisable. Open source.

Jtrac gives your organisation everything it needs to record, assign, escalate, track, resolve and report on tickets. Users can log and amend tickets through a web portal, by email, or via an API from another application — and tickets can be escalated automatically.

KEY FEATURES



Web Based

Log, amend and track tickets from any browser — no installation required.



Automatic Email Logging

Incoming emails are captured and converted into tickets automatically.



Email Notifications

Stakeholders are kept informed at every stage of a ticket's lifecycle.



Escalations

Unresolved tickets are escalated automatically according to your rules.



Multi-Client & Multi-System

Manage multiple clients, systems and modules from a single platform.



Dashboard with Stats

Real-time statistics and reporting give clear visibility of your workload.

AI-POWERED CAPABILITIES

- **Smart Ticket Categorisation** — AI reads incoming tickets and assigns category, priority and routing automatically.
- **Automatic Summaries** — Long ticket threads are condensed into clear summaries for handovers and reporting.
- **Suggested Resolutions** — Similar past tickets are surfaced with proven fixes, so agents resolve issues faster.
- **Predictive Escalation** — At-risk tickets are flagged before SLA breach, based on historical resolution patterns.