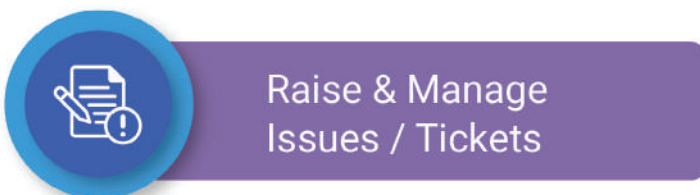# Issue Management / Ticketing Application

In an age where communication via multiple modes [email, teams, skype, whatsapp, etc.] has become the norm, a single location to track all items is vital for ensuring smooth operational support in any organization.
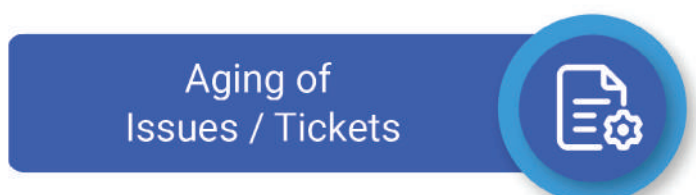
Raise & Manage Issues / Tickets

Raise Issues / tickets on Hourglass Issue Management / Ticketing Application to log issues. This ensures that issues reported are not missed out by anyone in the team.

Track progress of Issues / Tickets
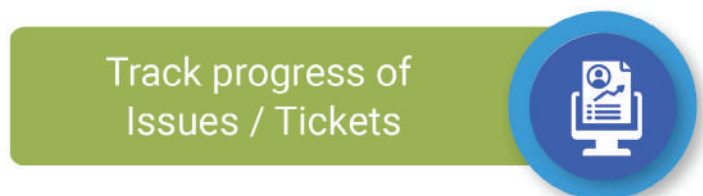
Track progress of Issues / tickets by updating status against each issue. The issues / tickets can be assigned or reassigned to different staff for closure of the issues raised. This provides visibility in terms of the progress of the issues raised and accountability to remediate and close the issues.

Issues / Tickets : Reporting
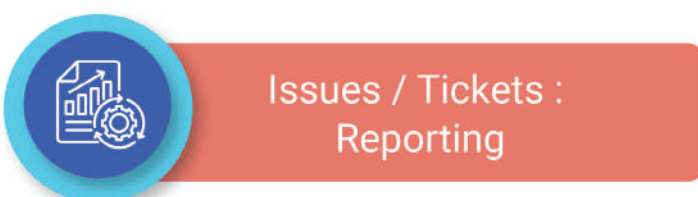
Report on open/closed/in-progress issues / tickets or issues by assignee for identifying pending items. This helps re-assigning of issues to the appropriate staff for effective management and closure of the issues.

Aging of Issues / Tickets

View issues / tickets by age and by assignee. The issues can also be sorted by priority to ensure high priority issues are targeted for closure. View aging report by project or department for effective management of issues.

TD^2 [TO-DO FOR TODAY]

Ensure everyone in the team has a clear action plan for the day by using Hourglass TD^2 Application [To-Do for ToDay]

Team members enter their TD^2 list, which is a list of all the tasks targeted to be completed for the day

Team members update status of TD^2 at the end of the day

Allow managers to add TD^2 for their reporting team members

Enter recurring TD^2 to automatically assign TD^2 on a weekly or monthly basis [like statutory compliance, management meetings, etc]