



IssuTrax



Hotel Maintenance & Guest Service Management System

IssuTrax™ is a suite of web and mobile applications used to create, manage, track, and respond to all guest service events and maintain & improve shipboard spaces & assets.

The screenshot displays the IssuTrax web application interface. At the top, a navigation bar includes links for Issue Management, Reports, Setup, Action Workflow, Mobile Devices, Administration, Butler, Replication, and Inspector. The main content area is titled 'Overview' and features 'Shipwide Statistics' and 'Guest Service Issues' sections. Below these, a guest profile for 'Steve Black' is shown, including a photo, booking details, and a list of open issues. The bottom section displays a table of open issues with columns for Issue #, Issue Type, Guest Name, Stateroom, Location, and Status.

Shipwide Statistics: Open Issues: **477** New Today: **0** Completed Today: **0** Current Voyage Created/Clo

Guest Service Issues: Open Guest Service Issues: **19196** New Today: **0** Completed Today: **0** Current Voyage Guest Servi

Stateroom # 10126

Open Issues **12**

Closed Issues **0**

Compensations **8**

Deck - Transverse - Section - FZ
Deck 10 - PS - FWD - 1

Steve Black

Booking Id
965158

Boarding
15-Apr-22

Date Of Birth
29-May-90

Crown and Ancho
Platinum

Departure
21-Sep-25

Nationality
GB

Total Open and Closed: 12
Start date: 29-Jan-25 End date: 07-Feb-25

Issue #	Issue Type	Guest Name	Stateroom	Location	Status
337527	Carpenter Request Assistance	STEVE BLACK	10126	10126	Assign
337526	Toilet Bowl Cracked/Chipped/Sc...	STEVE BLACK	10126	10126	Assign

Customer Benefit:

IssuTrax™ enhances the guest experience, productivity, and increases efficiencies by improving internal communications between departments and externally with guests. Improve response times and customer satisfaction goals by reacting in real time and seamlessly communicating with guests about their issues and requests.





IssuTrax™ Features



HQ DATA WAREHOUSE:

A centralized system designed to manage data setup and system configuration across your fleet, while consolidating all shipboard transactional data into a single database through two-way data replication. This data repository facilitates thorough review, analysis, and reporting, providing management with near real-time insights of shipboard activity.



CONFIGURABLE WORKFLOW AUTOMATION:

Our configurable, built-in workflow streamlines multi-step processes for managing shipboard issues and complaints by automating communications and manual tasks, boosting efficiency and productivity.



GUEST HISTORY:

A dashboard and reporting tool to help shipboard staff be proactive and improve the guest experience by providing them with historical data from past cruises across the fleet.



DASHBOARD:

A comprehensive dashboard featuring customizable charts, intuitive filtering, and search capabilities, delivering real-time alerts and notifications. It provides a clear, real-time overview of guest complaints and maintenance or service tasks affecting the guest experience.



MOBILE SOLUTIONS:

Our mobile apps equip shipboard users with tools to perform tasks on-the-go, offering real-time updates, offline functionality, seamless service management, and user-friendly interfaces.



ENHANCED GUEST SERVICE:

Empowers your team to provide the highest level of service when addressing guest-related matters. By streamlining communications and processes, it ensures swift response times, ultimately enhancing guest satisfaction and overall experience.



SHIPBOARD PROPERTY MANAGEMENT SYSTEM (SPMS) INTERFACES:

Integrates with industry-standard SPMS systems for capturing guest data, amenities, and special requests.



INTERACTIVE VOICE RESPONSE (IVR):

Create, manage and close IssuTrax tickets from any phone connected to your shipboard PBX system.



24/7 HELP DESK:

Delivers on-site support and training whenever and wherever it is requested.



ISSUTRAX CUSTOMER API:

Guests can use their mobile devices to request services and receive progress updates when integrated with a guest facing mobile application.

