



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



xCreate™ – is a mobile application, designed for users to create service and work orders on the go, in real-time. No matter if it's a guest complaint or a maintenance issue, a ticket can be created and automatically have it routed to the appropriate department for resolution.



Guest Mood Tracking: Use emojis to record guest moods.



Instant Ticket Creation: Address issues in real-time by creating tickets instantly upon detection.



Efficient Complaint Logging: Swiftly log guest complaints for speedy resolution, ensuring top-notch guest satisfaction.



Seamless Synchronization: Stay updated in real-time with immediate synchronization between IssuTrax™ Web and xMobile™ platforms.



Automated Workflow and Department Assignment: Workflows are predefined and departments are automatically assigned to reported issues.



Enhanced Multimedia: Capture photos and record voice memos to provide comprehensive documentation for efficient issue resolution.



PMS Integration: Interfaces with industry standard shipboard Property Management Systems (PMS) to search for guests and capture essential details such as guest name, loyalty level, booking number, etc., and then linking them to current issues.

