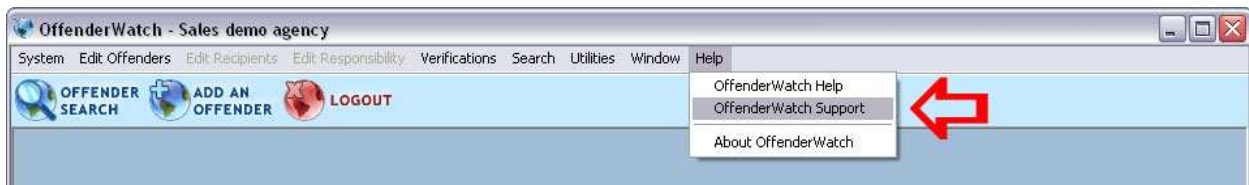


October 23, 2008

In our continuing efforts to provide prompt customer service and support, Watch Systems is pleased to introduce our **NEW Online Trouble Ticket System** within the OffenderWatch® software. This new feature provides faster and more efficient customer support to your inquiries as well as detailed logging and tracking of your submitted tickets. It also avoids duplication of tickets between users within your agency, making better use of your valuable time!

Submitting Your Trouble Ticket

1. Within your OffenderWatch® Software, select "Offender Support" from the Help drop down menu. You will link directly into your account within the Trouble Ticket System.



2. Once within the system, click "Create New Ticket" and fill out the requested fields with as much detail as possible. The Attachment option allows you to attach a screen shot or other supportive documentation to your ticket. Please note the supported file types for attachment: .jpg, .log, .txt, .doc, .xls

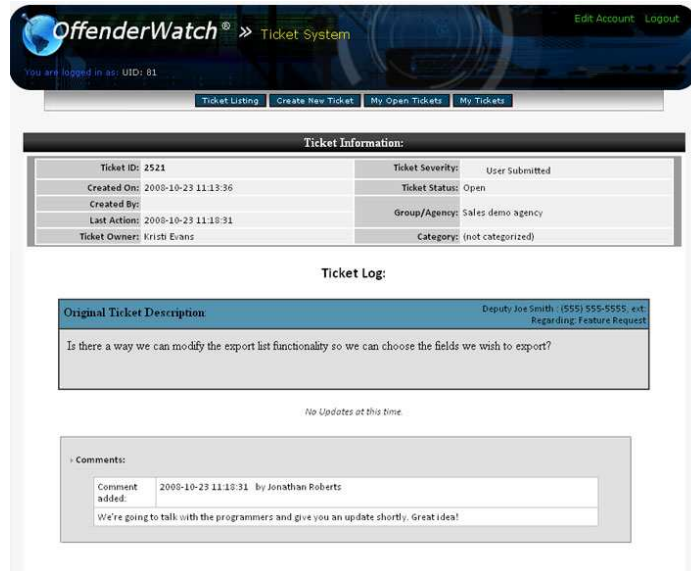


3. Your submitted ticket will route to our first level support staff to be addressed. If further investigation is necessary, your ticket will be directed to the appropriate staff members.



Tracking Your Ticket Status

- As your ticket is routed through the appropriate channels, your status will be updated within the Trouble Ticket log. An email will be sent to the email address you provided with your ticket submission each time your ticket is updated.



The screenshot shows the 'OffenderWatch' Ticket System interface. At the top, it says 'You are logged in as: UID: 81'. Below this are navigation tabs: 'Ticket Listing', 'Create New Ticket', 'My Open Tickets', and 'My Tickets'. The main content area is titled 'Ticket Information:' and contains a table with the following data:

Ticket ID: 2521	Ticket Severity: User Submitted
Created On: 2008-10-23 11:13:36	Ticket Status: Open
Created By:	Group/Agency: Sales demo agency
Last Action: 2008-10-23 11:18:31	Category: (not categorized)
Ticket Owner: Kristi Evans	

Below the table is a 'Ticket Log:' section. It includes an 'Original Ticket Description' box with the text: 'Is there a way we can modify the export list functionality so we can choose the fields we wish to export?'. The description is attributed to 'Deputy Joe Smith (555) 555-5555, ext. Regarding: Feature Request'. Below this is a 'Comments:' section with a comment from 'Jonathan Roberts' dated '2008-10-23 11:18:31' that says: 'We're going to talk with the programmers and give you an update shortly. Great idea!'.

This process keeps a detailed log of all ticket submissions, the status of those tickets and the time associated with addressing the issue.

Additional Notes

- “My Open Tickets” will display all tickets that are pending resolution.
- “My Tickets” displays an archive of your past ticket submissions and all notations / resolution associated with each ticket.
- “Edit Account” allows you to change your name and email address applied to your account if desired.

