

Track any type of project-related issue

Link issues to source code in version control

Customize Census to match your process and the way you work

Define your own issue lifecycle and workflow

Support distributed teams through the Web

Gather feedback from customers, beta testers, and partners

Communicate project status with reports and email notifications

Enhance teamwork with workflow automation and notifications

Access your project data from anywhere, anytime, any platform—all you need is a Web browser

Experience a Web application that works the way you expect it to—like Windows

Issue Tracking

Census helps you implement an effective issue tracking process.

Coordinating workflow in any development project, be it software or hardware, involves more than just logging bugs into a database. In addition to bugs, you need to track a variety of project-related issues, such as tasks, feature and enhancement requests, user suggestions, and change notices.

And beyond simply tracking issues, you want to be able to link issues to the associated source code in your version control system, so you know when and why code changed, and developers can work directly with the source code from the issue tracking tool.

In terms of the tracking process itself, you need to replace manual processes with workflow automation so that issues are automatically managed through their lifecycle. And because development teams are not necessarily centralized, you need to support distributed teams. And finally, you need to close the loop with customers and track their feedback.

Census Issue Tracking automates the recording, tracking, and management of software and hardware development issues. It integrates issue tracking with version control to help you manage change throughout the development process.

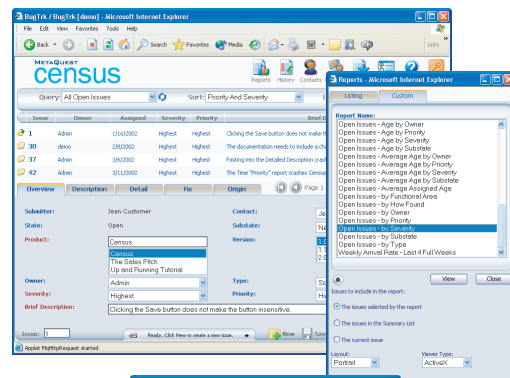
With Census, you can deliver higher-quality products faster, reduce project costs, and improve customer satisfaction. Census is Web-based, so it connects everybody and provides a vital communications link—not only between team members, but between you and your customers.

Census looks like the Web, but feels like Windows

Census works like a Windows application, not like a set of static HTML pages that constantly have to be reloaded.

When you run a query, view a record, or submit a new issue, Census dynamically updates the data displayed in its interface. And it uses pop-up dialogs for tasks like generating reports and attaching files to records.

Because Census works the way users expect—like a Windows application—it is easier to use, and easier to adopt into your development process. There's less learning curve, and less resistance to change.



Manage Complexity, Improve Productivity

Census issue tracking helps you manage complex projects and stay on top of the issues. Establish priorities, classify issues by severity, assign issues, optimize workloads, track progress, identify trends and bottlenecks, and evaluate whether your product is ready to ship.

Connect Everybody

Census is Web-based, so all team members can access the issue-tracking system from anywhere, anytime, and any platform. All they need is a Web browser.

Customers, beta sites, partners, and distributors can also be granted limited (or full) Web access to Census projects. So everybody can contribute to the development, testing, and release of your products.

Improve Communication and Teamwork

Census keeps everyone in the loop, so they can work as a team and share information. Everybody on the team, developers, tech writers, support, QA, and project managers can participate, contribute, and keep track of the issues assigned to them.

Automatic e-mail notifications inform team members of changes to issues (for example, when issues are assigned to them), and escalate potential problems to project managers (for example, when there are too many new, unassigned issues).

Automate your Workflow

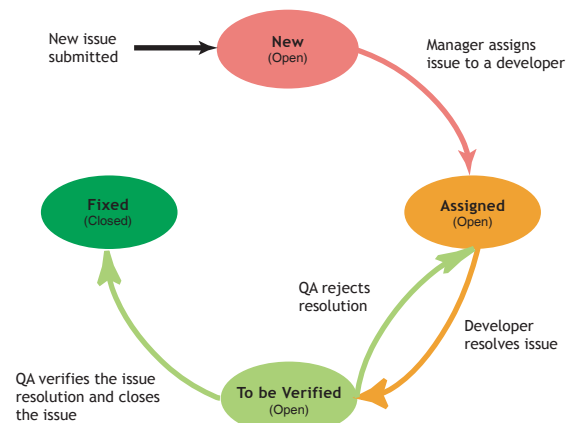
Census automates the tracking and management of issues through the stages in your development process. Define the issue lifecycle model, which is the different states an issue passes through during its lifetime. Use automatic e-mail notifications to manage the workflow, so issues change states and ownerships they way you want.

Workflow

Workflow defines the possible transitions between states in the issue lifecycle. For example, a workflow can require that issues move through the states New, Assigned, To be Verified, and Fixed.

Workflow also defines which users can move issues between states. For example, you can define a workflow where only QA users can mark issues as Fixed.

With Census, you can define any workflow you want.



Define any workflow you want

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