

## CobbleSoft Releases COIGN Enterprise Version 3

*Helpdesk Upgrade Offers Real-Time Business Intelligence for Smarter Service*

**PHELPS, NY, July 26, 2005** – CobbleSoft™ International Ltd. announced the availability of Version 3 for COIGN Enterprise, its web-based helpdesk and service management software solution. Offering an extensive collection of new and enhanced collaboration capabilities, Version 3 strengthens the product's focus on Information Technology Infrastructure Library (ITIL) best practices for internal and business-to-business (B2B) support.

An industry first, COIGN's "User Footprints" capability enables a full transactional user audit trail. Technicians can track the details of end-user self-service sessions to see what searches and downloads were tried before a ticket was logged. Armed with this knowledge, technicians can easily provide informed and pro-active support, resulting in greater speed and accuracy of resolution.

An improved graphical user interface supports virtual security throughout the enterprise, enabling personnel to easily segregate access between internal and external users. Enhanced content management capabilities in the solutions center, knowledge base and portal further benefit from the configurable security.

The updated service portal extends group messaging and alert capabilities, allowing clients to configure individual display components such as quick links to the top ten downloads or surveys. In-Bound E-Mail now allows the creation of tickets from e-mails, offering clients the capability to configure multiple, unlimited e-mail accounts.

Taking advantage of COIGN's real-time data warehousing, a new desktop Dashboard monitors service activity levels across an entire organization. Real-time reporting also extends to the report library, providing for key metrics in both calendar and chart format.

A greater emphasis has been placed on the capture and distribution of self-service knowledge and content management. Automatically logging query terms for executed searches, COIGN enables client content providers to modify and maximize knowledge capabilities through periodic, real-time usage analysis. Feedback is solicited on download of content, providing for rapid measurement of results, while content is now stored directly in the database thus, streamlining the provisioning process and allowing for enhanced search.

"COIGN Enterprise gives you the tools you need to better architect your knowledge management," said Pamela Follett, president, CobbleSoft International. "Self-service and support is actually a constantly evolving, two-way process - you can landscape a beautiful garden, but you still have to mow the lawn. COIGN's inherent business intelligence capabilities will dramatically increase your levels of productivity and success for enterprise support. "

“Clients are pleased with the features available in Version 3 and in preparation for further growth and implementations, we will continue to innovate and add new capabilities,” continued Follett. “Version 3.5 will enhance CobbleSoft’s concept of Multi-Threaded Support (MTS), extend dynamic business rules processing, and add an ITIL-compliant Change Management component.”

For more information about CobbleSoft International and its products, please visit [www.cobblesoft.com](http://www.cobblesoft.com).

### **About COIGN Enterprise**

COIGN Enterprise is the industry’s first and only web-based solution that automatically and transparently scales to meet client requirements through their deployments of GRID, RAC and SOA technologies. Developed exclusively to harness the power and performance of the Oracle Database® and Apache® on Linux®, Unix® and Windows® platforms, COIGN starts at just \$4,995 for a site-wide license.

### **About CobbleSoft International Ltd.**

CobbleSoft is a privately held company, headquartered in the Finger Lakes of New York State, USA. The developer of leading helpdesk, service management and database solutions used in more than 60 countries, its clientele encompasses small businesses to Fortune 500 and Global 2000 companies. Visit [www.cobblesoft.com](http://www.cobblesoft.com) for more information or call toll-free 1.866.380.6716.

CobbleSoft and COIGN Enterprise are trademarks of CobbleSoft International Ltd.  
All other trademarks are recognized as the property of their respective owners.

### **Press Contact**

Ken Feitz  
Strategic Reach PR  
(303) 487-7406  
[ken@strategicreachpr.com](mailto:ken@strategicreachpr.com)