

# HEAT<sup>®</sup> Service and Support<sup>™</sup>

Simply Powerful<sup>®</sup>

HEAT<sup>®</sup> Service and Support<sup>™</sup> is the foundation for the HEAT product suite. Optimized for the mid market, it's built with a combination of out-of-the-box best practices and easy configuration and customization options to align with today's evolving business.

## Call Logging

Service organizations can set up customer companies and contacts and perform end-to-end service call logging from the initial call through resolution and closure. (See Fig. 1)

Call Logging gives you the ability to:

- Prioritize issues based on urgency and degree of severity
- Automate entries for common problems
- Send group communications for mass outages

- Display multiple call queues that manage your cases
- Cut resolution time with the Quick Assignments feature
- Create multiple work orders/ assignments for a single incident
- Track multiple customer interactions using the Journals tab
- Track equipment failure information
- Monitor assignments through Call Groups
- Automate skills and availability-based incident routing and escalation
- Monitor service level attainment

## Service Assignment and Resolution

When complicated service requests are received, they can be routed or escalated to a level 2-support agent based on their availability.



## HEAT System Requirements:

Disk Space Requirements

- HEAT 8.4.4: 175 MB (full HEAT installation)

Database Management Software (DBMS)

- Microsoft<sup>®</sup> SQL Server<sup>®</sup> 2000 (SP4 or later) or 2005 (SP3 or later)
- Oracle<sup>®</sup> 9i Release 2 (using 9.2.0.1 driver)
- Oracle<sup>®</sup> 10g Release 2 (using 10.2.0.4 driver)

Server Requirements (recommendations for the HEAT database server)

- On average, HEAT requires 2-3 MB of hard drive space for every 1,000 call records
- All system requirements were developed using Microsoft<sup>®</sup> SQL Server<sup>®</sup> as the HEAT database application

## HEAT is compatible with:

- Microsoft<sup>®</sup> Windows<sup>®</sup> XP Home/ Professional SP1a or later
- Microsoft<sup>®</sup> Windows Server<sup>®</sup> 2003
- Microsoft<sup>®</sup> Windows Vista<sup>®</sup> Business Edition

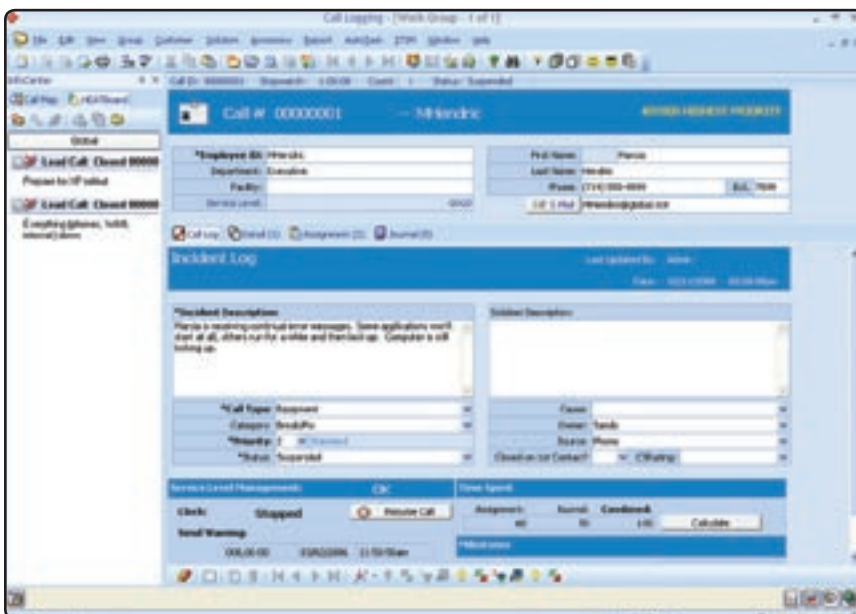


Fig. 1 FrontRange HEAT Call Logging

### Service Assignment and Resolution provides the ability to:

- Receive notification of new support tickets in Call Logging and be alerted by email or hand held device
- Use Broadcasts to view and report real-time status updates
- Quickly access related account history with Call Maps
- View call details, such as customer information, service history, and attached documents
- Use task management tools for multiple-step support functions like employee provisioning
- Access the Knowledge Base for resolution support

### Advanced Features

HEAT gives support agents advanced automation tools to increase efficiency and service levels.

#### Advanced Features provide the ability to:

- Enhance call efficiency with Alert Monitoring
- Integrate Auto Ticket Generator with standard email systems
- Standardize complex services with Auto Tasks and call templates
- Link and track the status of multiple work orders with a single call log using the Work Order generator
- Automate tasks and change templates to ensure corrective action is approved and documented
- Group multiple tasks associated with the same change template; enforce according to order dependency
- Automate standard business processes triggered by time or action with the Business Rules Editor wizard
- Use Auto Emails triggered by business rules to populate templates and ticket fields:
  - Email data becomes dynamic

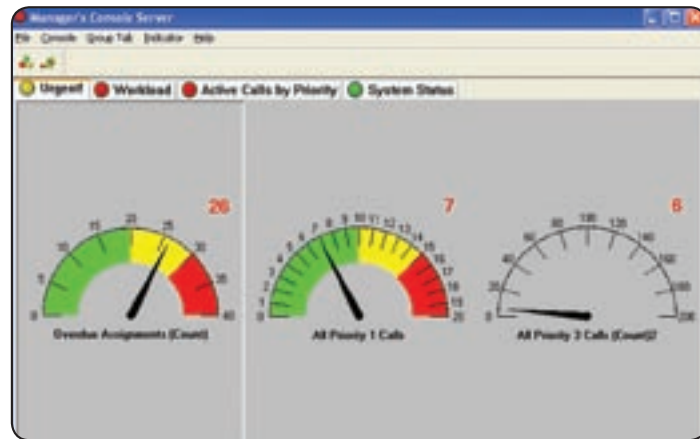


Fig.2 HEAT Manager's Console

- Auto emails are recorded to the Call Log Journal to ensure customer interaction is captured
- Send email notifications to specific users, user groups, or mass broadcasts
- Perform time tracking to tightly manage time-to-resolution against established service level targets

### Reporting and Analytics

The HEAT Service and Support Manager's Console gives managers and service agents the information necessary to manage their business and service levels. (See Fig. 2)

#### Reporting provides the ability to:

- Gain a complete audit history
- Access an extensive set of predefined graphical metric views
- Display notification alerts when service metrics are exceeded
- Drill down from summary graphics to detailed records
- Save frequently used queries with My Groups for easy-access reporting
- Create trend reports by Call Group
- Access more than 200 industry best-practices reports
- Utilize extensive custom reporting capability with Crystal Reports®

### Customization and Control

The HEAT Service and Support Administration application is used to customize the HEAT forms look and feel—create new custom forms, fields, and workflow, configure the application data, and create or modify business rules. Because HEAT comes preconfigured with standard workflow and data for minimal customization, nominal administration is required to maintain your unique solution.

### Bring on the HEAT!

Whether striving to adopt call center best practices and technologies, or turning to the IT Infrastructure Library (ITIL®) to guide service management best practices, HEAT is the Help Desk and Service Desk of choice for the mid-market.



### MORE INFORMATION

Call 800.776.7889 to speak to your FrontRange representative today, and discover the benefits of HEAT.

[www.fronrange.com](http://www.fronrange.com)