



Version 6.4

GAIN CONTROL OF YOUR SERVICE & SUPPORT ISSUES WITH THIS FULL-FEATURED, ENTRY LEVEL PRODUCT

HEAT® PowerDesk™ IS AN AFFORDABLE,

PRACTICAL SOLUTION DESIGNED SPECIFICALLY

FOR GROWING ORGANIZATIONS.

HEAT® PowerDesk™ is based on the award-winning HEAT® service and support software and provides much of HEAT's core functionality at an affordable price.

KEY FEATURES

- **Auto Tasking** — Group and perform several tasks with a single key-stroke (i.e. sending e-mails, printing work orders, launching other applications).
- **"Quick" Features** — Quick Calls, Quick Assignments and Quick Journals: Define simple, repetitive tasks — accessible with a single click. Quickly copy critical information from one call to another.
- **Automatic Ticket Generator (ATG)** — Automatically creates new call tickets and updates existing call tickets via a variety of sources, including MAPI (i.e. Outlook, GroupWise, etc.) and POP3. Additionally, Auto Ticket Generator can automatically respond to requests for call ticket information and status.
- **HEATBoard Linked Calls** — Save time and work by allowing multiple calls to be linked to an issue, updated and closed automatically. Callers can be automatically informed that their issue is being addressed.
- **Comprehensive Reporting Tools** — PowerDesk comes with Answer Wizard™, which provides convenient pre-defined reports and a "consultant-in-a-box" to help you ask the right questions and get the right answers.
- **24/7 Technical Support** — Web-based support for help desk technicians that includes access to FAQ's, "How to" and "How can I" searches, self-help and gain access to technical white papers.
- **Scalable Solution** — PowerDesk is totally compatible with HEAT service and support software — As your company and functionality requirements grow, so does your support operation.

PowerDesk ADD-ON COMPONENTS ADD EVEN GREATER VALUE!

- **iHEAT™** — Provides technicians remote access to HEAT PowerDesk over either network or dial-up connections with no additional plug-ins required. Enables 24/7 remote access to core HEAT PowerDesk functionality, allowing technicians greater mobility and productivity.
- **HEAT® Self Service™** — Installed on your server, HEAT Self Service allows employees and/or customers to log issues and answer their own questions without calling the help desk; reducing call volume, boosting customer satisfaction and providing realized call center savings.
- **GoldMine® Sales and Marketing** — This integration provides a complete customer relationship management tool, allowing you to create powerful and targeted marketing campaigns, automate sales reports and resolve customer issues rapidly.

In an independent survey, 98% of HEAT users said they would recommend HEAT to a peer.

HEAT® PowerDesk™ Version 6.4

HEAT® PowerDesk™ 6.4 SYSTEM REQUIREMENTS

Client Workstation Operating Systems

We recommend any of the following Microsoft® operating systems for running HEAT® PowerDesk™ 6.4:

- Windows® 95 or Windows® 98
- Windows NT® 4.0 (Service Pack 6a) WS and Server
- Windows® 2000 Professional (Service Pack 2)
- Windows® ME 2000 Server

CLIENT WORKSTATION REQUIREMENTS

The minimum and recommended requirements for each client workstation:

System	Minimum	Recommended
CPU	Intel® Pentium® 166 MHz	Intel® Pentium® II and III+
HDD	120 MB free space	200 MB+ free space
RAM	32 MB	64 MB

In addition, Internet Explorer 4.x or later is required to view HTML

Server Recommendations — Server RAM and CPU requirements vary depending on your database and the following factors:

- Network operating system
- Database application
- Database size
- Number of simultaneous users on the network
- Number of records

Note: For systems with more than five users, it is recommended to use Microsoft® SQL Server™ 2000 database. For customers implementing HEAT® Self Service™, it is recommended to use SQL Server 2000.

IMPORTANT: For more information, please contact your database vendor and the HEAT Support Desk, or visit our Knowledgebase at <http://support.frontrange.com>.

AUTO TICKET GENERATOR SYSTEM REQUIREMENTS

Server Requirements		
Email Traffic	CPU	RAM
Minimum (Low volume email)	Intel Pentium single processor	32 MB +
Recommended (High volume email)	Intel Pentium II and III +	64 MB +

SOFTWARE REQUIREMENTS:

HEAT PowerDesk 6.4 requires two additional software programs in order to run efficiently. These programs are part of the HEAT PowerDesk installation.

- **Microsoft® Windows Installer** — This is required to distribute HEAT PowerDesk to client workstations by means of a server. The installer checks for this program and installs it if it is not found. The installer then prompts you to reboot your computer if required.
- **Microsoft® Data Access Components 2.5** — these drivers are required in order for HEAT PowerDesk to access its database. If they are not already installed, the installer installs them automatically.

CAUTION: If you install a version other than Microsoft® Access 2000 or install another software package that overwrites the HEAT PowerDesk ODBC driver, your database may become inaccessible. Be sure to export a backup (.haf archive) file before configuring any other software on your workstation or server. (You can do this by accessing Administrator Module>>Maintain Your Database>>Export Data from Your System.) For additional information, please see the online Help or visit our Knowledgebase at <http://support.frontrange.com>.



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