



## REDUCE CALL VOLUMES AS MUCH AS 35%

- **REDUCE CALL VOLUME**
- **LESS PRESSURE ON TECHNICIANS**
- **INCREASE CUSTOMER SATISFACTION!**

On average, 25-35% of help desk calls come from new service requests and status checks.\* HEAT® Self Service™ allows customers to log new requests or check issue status from any computer with a Web browser 24-hours a day, seven days a week.

### **MORE TIME SAVINGS & COST EFFICIENCIES:**

Your IT administrator can control many of its features directly from the Web page. Plus, you can customize the look and feel of the user interface and change the data presented on your HEAT Self Service Web pages.

This Web-based design keeps your costs low by eliminating the need to install, maintain and upgrade software on user PCs.

### **BENEFITS**

- **Streamlined Workflow** — Provides same ease-of-use as the core HEAT 6.4 product.
- **Email Ticket Confirmation with Hyperlink** — Emails customers a confirmation that their issue has been logged and provides a hyperlink within the email to link back to the original issue so they can check for accuracy and/or make changes as needed.
- **Web-based Knowledge** — Reduce call volume by allowing users to solve their own issues.
- **Session Tracking** — Learn how valuable your knowledgebase is by tracking how much your customers are using it and by what they are asking.
- **Ability to Add Own Support Links and Services** — If not all of your information is in a knowledgebase, HEAT Self Service allows the administrator to add other support links and services.

### **HEAT® ADD-ON MODULES CREATE EVEN GREATER VALUE!**

- **HEAT® Asset Tracker** — Saves your IT budget up to 30%
- **Knowledge Management** — Saves up to 30% of IT budget by reducing training costs, unnecessary escalations, and call lengths
- **iHEAT™** — Provides technicians remote access to HEAT over either network or dial-up connections with no additional plug-ins required. Enables 24/7 remote access to core HEAT functionality.

# HEAT® SELF SERVICE™

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## HEAT® SELF SERVICE™ REQUIRED COMPONENTS:

### Operating System:

- Microsoft® Windows NT® 4.0 server, Service Pack 6
- Microsoft® Windows® 2000 Server Service Pack 2

### Internet Browser

- Microsoft® Internet Explorer 5.02 or 5.5
- Netscape 4.7 or 6.0

### Microsoft IIS server 4.0 or 5.0

### 100 MB Network Connection (recommended only)

### Intel® Pentium II or Intel® Pentium III, 350Mhz, 128 MB, (minimums) or equivalent

### IMPORTANT:

HEAT® Self Service™ is unable to prevent large documents from being attached or transferred. If you elect to allow HEAT Self Service users to create file attachments to Issue Tickets, it is recommended that your Web server contain dual processors to prevent long wait times. It is also recommended that file storage be appropriately sized to allow for attachments to be stored.

### Workstation Requirements:

Any OS that supports Microsoft Internet Explorer or Netscape Communicator

- Microsoft® Internet Explorer 5.02 or 5.5
- Netscape 4.7 or 6.0



800.776.7889  
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