



Give employees and customers easy access to the answers they need—when they need them.

Few things can slow down a support center like the daily flood of routine technical issues. Password resets, frequently asked questions and providing easy answers to rudimentary questions lead to lost hours of productivity and significant losses for your organization.

Gain efficiency and productivity with HEAT® Self Service.™

HEAT Self Service is an easy, intuitive and convenient self-help tool that tightly integrates with HEAT® Service & Support™ and HEAT® Plus Knowledge to leverage all your information assets. The powerful self service module lets your customers access the problem-solving capabilities of your HEAT solution from any Web browser when issues arise—day or night. Now your customers can search the knowledge base for information, submit a new service issue or check the status of an issue or inquiry without adding to your incoming call volume. This translates into increased efficiencies right from the start.

Benefits of HEAT Self Service

- Reduce call volume.
- Minimize pressure on technicians.
- Increase staff productivity.
- Minimize routine stoppages.
- Increase customer satisfaction with intuitive and accurate self service.

HEAT Self Service pays for itself quickly.

Research shows that when customers effectively help themselves, costs can be reduced by 90% from a traditional phone call inquiry. Web-based access means your customers can search for answers whenever, from wherever issues arise—rather than using a telephone when they need service. The lower cost per transaction quickly contributes to the bottom line of your business.

Get results with HEAT Self Service.

Ease the pressure on your support center—With tight integration with HEAT Plus Knowledge, HEAT Self Service allows your customers to find answers for themselves—before they need to contact your support center.

Get a jump on the issue—HEAT Self Service logs and tracks your customers' search criteria and articles accessed from the knowledge base to give support technicians a head start on resolving issues.

Lost password retrieval—If a customer forgets or loses his or her HEAT Self Service password, there is an easy-to-use reset capability.

Service level classification—With request prioritization based on their service level agreement, customers can use a Web connection to log on and start immediately.

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

"With HEAT, we're more efficient. We're getting things done more quickly, which has resulted in doing more with less. We're adding more employees, but not increasing support staff, and our service levels have increased because we can solve problems more efficiently."

—Vicky Gerik, Director of Distributed Systems and Services for IT Services, Baylor University

Learn the value of your knowledge base—Session tracking allows you to learn how your customers are using your knowledge base and with what frequency.

Personalize customer service and support—All the activity from HEAT® Self Service™ is integrated with HEAT® to provide a complete view of the customer's or employee's interaction with the support center. The knowledge base can be customized to display the information that is useful and important to the customer or employee.

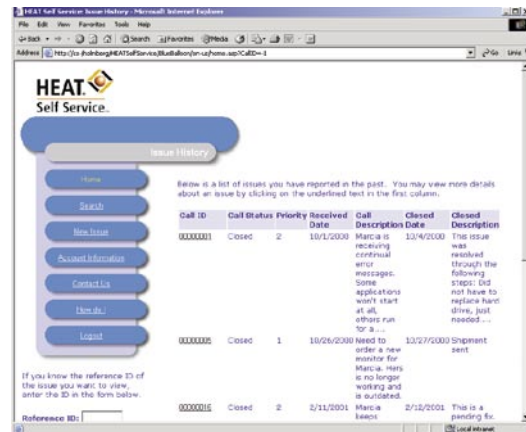
Automatically confirm acceptance of issues—Customers receive an e-mail confirmation that their issue has been logged from the self service Web site. The e-mail provides a hyperlink to the original issue so they can check for accuracy and/or make changes as needed.

Ability to customize the self-service Web site—Tailor HEAT Self Service to provide other information that is important to your customers and employees. Allow the Web site to link to other applications or information that is provided in other sources. Customize the look and feel of the user interface and the content on your HEAT Self Service Web pages.

Business decisions that makes sense.

Technology should align with your business decisions. HEAT solutions are designed with the flexibility and scalability to manage the growth of your business at your own pace.

With more than 7,300 installations worldwide, HEAT connects people with answers.



Allow your customers to create and track inquiries from an easy-to-use dialog using a Web browser

HEAT Self Service system requirements

- Operating System
 - Microsoft® Windows NT® 4.0 Server SP6a
 - Microsoft Windows® 2000 Server SP3 or higher
 - Microsoft Windows Server™ 2003
- Microsoft® Internet Explorer® 5.5 SP2 or higher
- Netscape® Navigator® 6.0 or higher
- Microsoft Internet Information Services (IIS) server 4.0, 5.0 or 6.0
- 100 MB network connection (recommended only)
- Pentium® III, 700 MHz, 128 MB RAM (minimums)

Workstation requirements

- Any operating system that supports Microsoft Internet Explorer or Netscape® Navigator®
- Microsoft Internet Explorer 5.5 SP2 or 6.0 SP1 or higher
- Netscape Navigator 6.0 or higher

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HEAT is a complete service management solution.

Service management is the evolution toward a business activity view of service and support. By consolidating the management of support center, service level, knowledge and assets, organizations can increase the level of support, increase customer satisfaction and reduce costs at the same time. Organizations need one solution that provides in-depth analysis of employee and customer interactions and a complete service-level view of their business. For more information about HEAT, call 800.776.7889 or visit www.fronrange.com.