

HEAT® Plus Knowledge

Unleash the power of information.

Break free of firefighting with centralized knowledge.

Classic help desks were plagued by the lack of centralized knowledge, making it difficult to break free from firefighting. That's why FrontRange developed HEAT® Plus Knowledge.

HEAT Plus Knowledge is an integrated, centralized knowledge repository for HEAT®. The combined solution empowers you to fully leverage subject-matter experts and information assets—regardless of location or format—to deliver more consistent and proactive service.

Benefits of HEAT Plus Knowledge

- Capture and reuse solutions
- Increase first call resolutions
- Maximize training costs
- Minimize call escalations
- Eliminate duplicate effort
- Ensure consistent responses
- Reduce resolution time

Get results with HEAT Plus Knowledge.

Reduce knowledge-sharing barriers—

Quickly capture new solutions in knowledge articles with easy-to-use templates. This lowers the burden of populating the knowledgebase and ensures new solutions are immediately available to others.

Proactively address problems—

Forewarn your team of new high-impact issues or problems that are being encountered repeatedly with top-ten

lists that are generated automatically by usage score or manually by your knowledge administrator.

Build credibility through consistency—

Ensure response consistency with access to a single-source of authoritative solutions. Built-in workflow allows you to painlessly identify and promote useful knowledge and purge outdated information.

Minimize costly escalations—

Increase the likelihood that self-serve customers and front-line technicians can find the right answers to problems without assistance. Information is cataloged so users only need to type a few symptomatic words to obtain a list of best solutions.

Stop wasting resources on redundant efforts—

Streamline the knowledge article review process with customizable business rules so proposed resolutions can be verified, approved, and made available quickly. This way, you don't spend time researching resolutions that have been previously identified by others. Document once, reuse often.

Improve customer satisfaction—

Diagnosing and resolving issues more efficiently with authoritative solutions boosts technician and customer productivity, which goes a long way toward enhancing customer satisfaction.



"Escalations were a waste of resources and a source of frustration at Littler. Building out the centralized knowledgebase helped us increase first contact resolutions by 50 percent and rebuild confidence with end users and IT."

—Anthony Figueroa,
IT Support Manager, Littler Mendelson P.C.

No more hard-to-reach content.

Your organization's knowledge assets are likely stored across different business units in separate repositories and in different formats. HEAT Plus Knowledge allows you to store documents in their native format and search for nearly any document type—regardless of format, structure, or location—including ODBC-compliant databases.

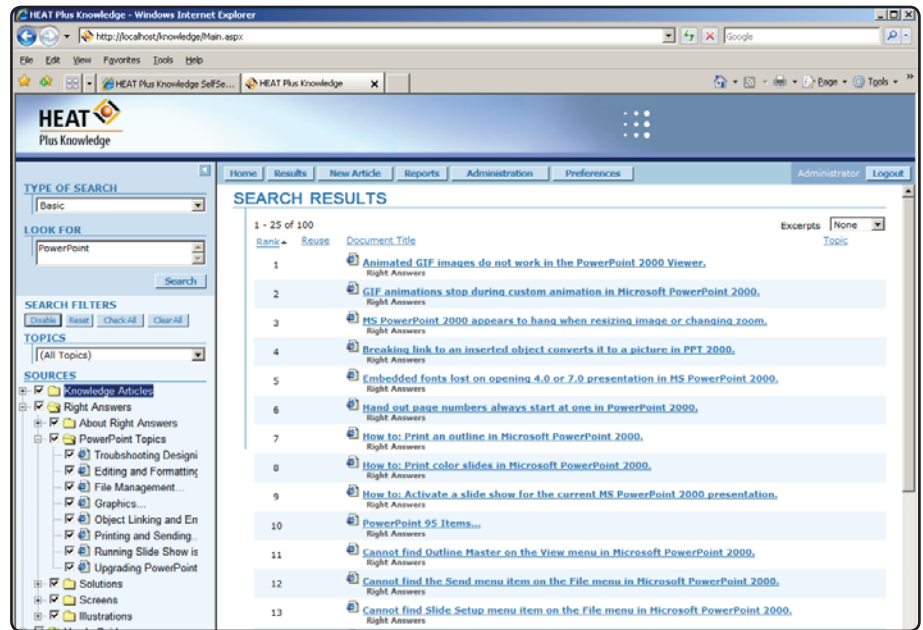
- Leverage information assets from diverse business units.
- Combine separate content repositories and various data formats in one solution.
- Organize real-time information directly from its local source, without duplication.
- Eliminate the repetition of research queries.
- Explore structured and unstructured data concurrently.

Expose knowledge to customers, directly—Empower customers to find answers for themselves, rather than contacting your team. Tight integration with HEAT® Self Service™ allows customers to search the authoritative source of knowledge articles. You can also create and publish FAQs as well as lists of known issues, making it drop dead simple for customers solve problems on their own.



HEAT is a complete service management solution.

HEAT is the flagship and market-leading service management solution from FrontRange Solutions. It's built on more than 19 years of service management experience, and is used and trusted by more than 8,000 organizations worldwide. HEAT, optimized for the mid market, is designed to deliver exceptional IT and customer service. It provides incident and inquiry tracking, case management, and unmatched automation. Plus, with advanced telephony tools, self-service options, and knowledge management, HEAT sets the standard for excellence in customer support. For more information about HEAT, call 800.776.7889 or visit www.frontrange.com.



HEAT Plus Knowledge technician search results

HEAT Plus Knowledge system requirements

- Operating System
 - Microsoft Windows Server® 2003 SP2 or later (32-bit)
 - Microsoft Windows Server® 2008 (32-bit)
- 2.0 GHz Duo Core, 4 GB RAM, 100 GB hard drive space (minimums)
- 100 MB network connection (recommended only)
- Microsoft® Internet Information Services (IIS) server 7.0 or later
- Microsoft® .NET Framework 3.5 SP1 or later
- Crystal Reports® XI



Workstation requirements*

- Any operating system that supports the following browsers:
 - Microsoft Internet Explorer® 7.0 SP3 or later (English)
 - Microsoft Internet Explorer® 8.0 (English)
 - Mozilla® Firefox® 3.5 or later (English)
 - Google® Chrome 5.0 or later (English)
 - Apple® Safari® 4.0 or later (English)

*The technician interface of HEAT Plus Knowledge requires Microsoft Internet Explorer. The HEAT® Self Service™ interface can be used with either Microsoft Internet Explorer, Firefox, Chrome, or Safari.