



*Employees and customers can now resolve everyday issues quickly and easily*

Few things can slow down a service and support organisation like the daily flood of routine technical issues. Password resets, frequently asked questions, issue confirmation and closure, plus providing easy answers to rudimentary questions leads to lost hours of productivity and significant losses for the organisation.

**And for customers who depend on you, this can have a negative impact on their business**

**Adding self service capabilities to HEAT<sup>®</sup> Service & Support<sup>™</sup> helps to:**

- Reduce call volume
- Minimise pressure on call centre agents
- Increase staff productivity
- Minimise routine stoppages
- Increase customer satisfaction

**Create significant gains in efficiency and productivity – twenty-four hours a day, seven days a week**

HEAT<sup>®</sup> Self Service<sup>™</sup> is a powerful yet easy, intuitive, convenient self-help tool that gives customers access to the problem-solving capabilities of your HEAT\* solution from any computer with a Web browser.

Among other things, customers can submit a new service request or check an issue status without involving you. They can even query the knowledgebase – and all without adding to your incoming call load.

**Even more time savings and cost efficiencies**

Your support organisation can control many of HEAT's features directly from the Web site; you can also customise the look and feel of the user interface and change the data presented on your HEAT Self Service Web pages.

**HEAT Self Service pays for itself quickly**

Web-based access means customers can reach you whenever, from wherever, instead of telephoning every time they need service. The lower cost per transaction quickly contributes to the bottom line of your business.

\*HEAT Service & Support is also referred to as HEAT.





### The benefits of HEAT Self Service include:

- **Streamlined workflow** – HEAT's workflow is already intuitive. Now, using the Web connection, customers can log on and start immediately
- **E-mail ticket confirmation with hyperlink** – Customers receive an e-mail confirmation that their issue has been logged. This provides a hyperlink to the original issue so they can check accuracy and/or make changes if necessary
- **Learn the value of your knowledgebase** – Session tracking allows you to learn how your customers are using your knowledge base and with what frequency.
- **Personalise customer service and support** – All the activity from HEAT Self Service is integrated with HEAT to provide a complete view of the customer or employee interaction with the support centre. The knowledge base can be customised to display the information that is useful and important to the customer or employee.
- **Lost password retrieval** – If a customer forgets or loses their password, HEAT Self Service automatically provides a new one. For security purposes, it is e-mailed only to the address in the customer's profile



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

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### HEAT Self Service system requirements

- Operating system:
  - Microsoft® Windows NT 4.0 server, Service Pack 6a
  - 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

### HEAT add-ons deliver even greater value

To learn more about HEAT add-on modules, such as HEAT Asset Tracker, iHEAT, HEAT Plus Knowledge or HEAT Plus Remote Support Suite visit [www.frontrange.co.za](http://www.frontrange.co.za)

### HEAT is a complete service management solution

Service management is the evolution toward a business activity view of service and support. By consolidating support, service level, knowledge and asset management, organisations can raise the level of support, increase customer satisfaction and reduce costs at the same time. Organisations need one solution that provides in-depth analysis of employee and customer interactions and complete service-level of their business. For more information about HEAT call : +27 11 325 5600