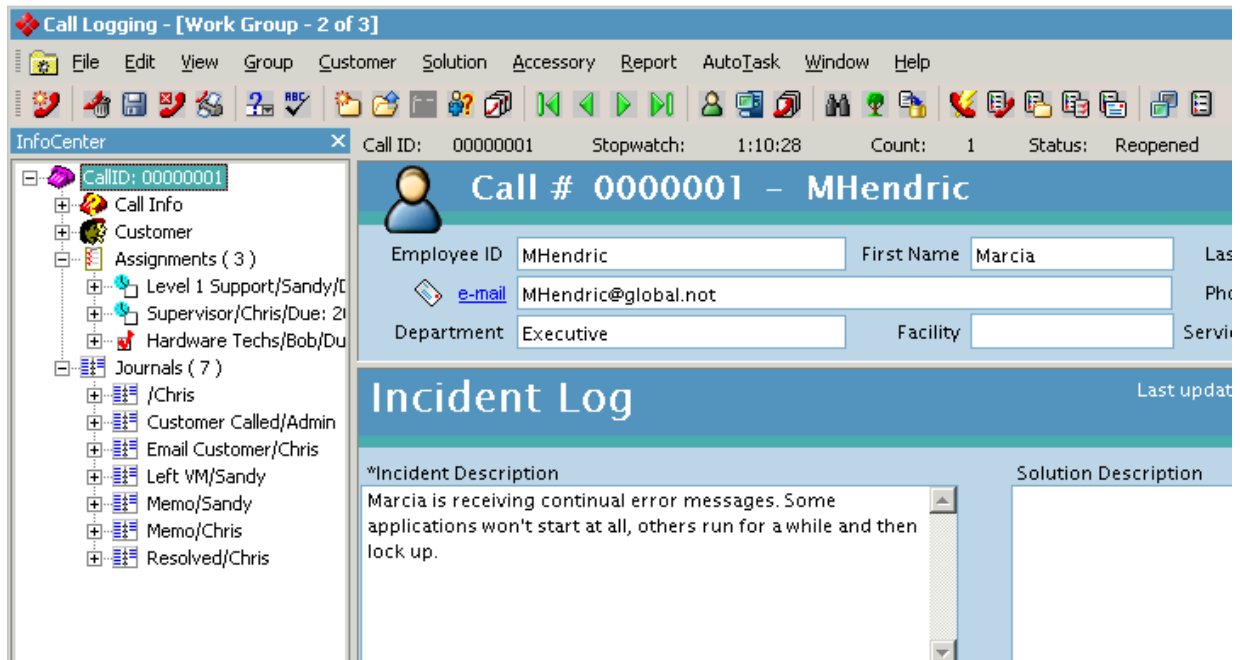


HEAT[®] Service & Support[™] 8.0 includes the following new and/or improved features:

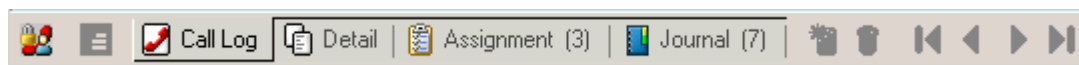
Updated User Interface

The HEAT user interface has been significantly upgraded to make it easier to use and navigate for users. The new look and feel improves end-user productivity and allows users to learn HEAT much faster. Features include:

- New toolbar icons – true color
- Modernized menus
- Ability to change the menus to a classic, Office XP, or Office 2003 theme
- More context menus, making features more available
- Custom graphics (Import and Managing) for
 - ✓ Command buttons
 - ✓ Used on forms
 - ✓ Used on toolbars
- Sample HEAT screen design:



- Improved tab appearance across the bottom of the HEAT screen and contains summary information for at a glance information.



- Command button and label text can be changed, based upon field values
- Command button and label font colors can be changed, based upon field values
- Improved command button display options
 - ✓ Hyperlink capability
 - ✓ Ability to create borderless command buttons
 - ✓ Command button help text – activated on mouse fly over
 - ✓ Command button activation via keyboard (Section 508 Requirement)
- Attributes palate to use when creating views and forms (set color, text, etc.)

New Service Level Management Features

HEAT has added new service management features to make it easier to support your customers and meet your service level agreements. Some of the new features are:

- Customer AutoTasks
- New @If AutoTasks function (If Field = 'this', do this, else, do this)
- Improved @date and @time AutoTasks functions
- Improved @DateDiff AutoTasks function
 - Promoted to its own function
 - Template to setup Date Diff
 - Ability to use Hours of Operation
- Improved @DateAdjust and @TimeAdjust - uses a database field (static field) to adjust dates and times.
- @TimeAdjust will have ability to roll date, if passing 12:00 AM
- @Calculations will now have the ability to use the Stopwatch
- Customer groups
- Stop-the-clock functionality for when you want to stop the time for reporting purposes. As an example, you may be waiting to hear back from the customer to receive some additional information before you can proceed on the issue.
 - Implemented in Demo Data
 - Tools are in place to implement but there is no user interface that allows to set up

Enhanced Change Management Features

HEAT has been enhanced to handle acknowledge and resolve for assignments

- Administrators will have the ability to force users to acknowledge an assignment before resolving the assignment.
- Acknowledge-required and resolve required fields will work like close-required fields
- Administrators will have the ability to force users to resolve assignments in the order they were created. This functionality will have the ability to be limited to specific call types

Overall Usability Improvements

Making HEAT easier to use and allowing end-users to be more productive has always been a theme in each HEAT release. The following are the new enhancements HEAT are made for usability

- Ability to export and import AutoTasks
- Increased system field lengths with the ability to mask those fields to artificially limit user data input
- Expiration of passwords
- Attachments can be automatically copied to a centralized area
- Lotus Domino Support e-mail support
- Ability to define terms to use for call status types: open, closed, and re-opened and the business rules associated with those call status types.
- Description field for AutoTasks that give the administrator the ability to put more definition as to what the Auto-task does.
- Complex computation functions
- Total number of journals displayed on the task bar
- Total number of assignments displayed on the task bar
- Remove primary key designation from Call Type field

BPAM Enhancements

The Business Process Automation Module (BPAM) has undergone significant changes to make it more reliable and stable. There are also BPAM enhancements to make it more powerful and robust:

- BPAM will run as a Windows NT Service
- Can set up customer rules (profile and contact – excludes external tables)
- Configuration rules (excludes external tables)
- Ability to import and export rules
- Removes the 255 field limit
- Stability features (available for HEAT Service & Support 7.0 through Service Pack)

Additional LDAP Environments Supported

- HEAT Link to LDAP expanded support
- Supporting an unmodified version of OpenLDAP fore BSD UNIX 5.1 on UNIX and Red Hat Linux 9.0 on Linux

Compatibility Information

Client Workstation Operating Systems

- Microsoft Windows 98SE
- Microsoft Windows ME
- Microsoft Windows NT 4.0 Server/Workstation (Service Pack 6a)
- Microsoft Windows 2000 Server/Professional (Service Pack 3 and higher)
- Microsoft Windows 2003 Server/Professional
- Microsoft Windows XP (Service Pack 1a and higher)

Database Management Software (DBMS)

- Microsoft Access 2000/2002
- Microsoft SQL Server™ 7.0 SP3
- Microsoft SQL Server 2000 SP3 and higher
- Oracle® 8i
- Oracle® 9i and Oracle® 9i, Release 2
- Sybase SQL Anywhere Studio 7
- Sybase SQL Server Anywhere Studio 8.03

HEAT Link to LDAP

- OpenLDAP on BSD Unix, or RedHat Linux
- Windows 2000 Active Directory
- Windows 2003 Active Directory
- Exchange 5.5 SP3
- SunOne Directory Server 5.1
- Novell E-directory 8.7
- Lotus Domino 6.x and higher
- Netscape Directory 4.x and higher

Other

- Crystal Reports 9