

HEAT<sup>®</sup> Service & Support<sup>™</sup> is a fully customizable Help Desk and Customer Support solution that allows users to log, assign and track incidents through to completion. Trusted by more than 8,000 organizations worldwide, HEAT provides support and automation for technicians, analysts, managers and system administrators.

HEAT 8.4 includes the following new and/or improved features:

### Ability to run Auto Ticket Generator (ATG) as a NT Service

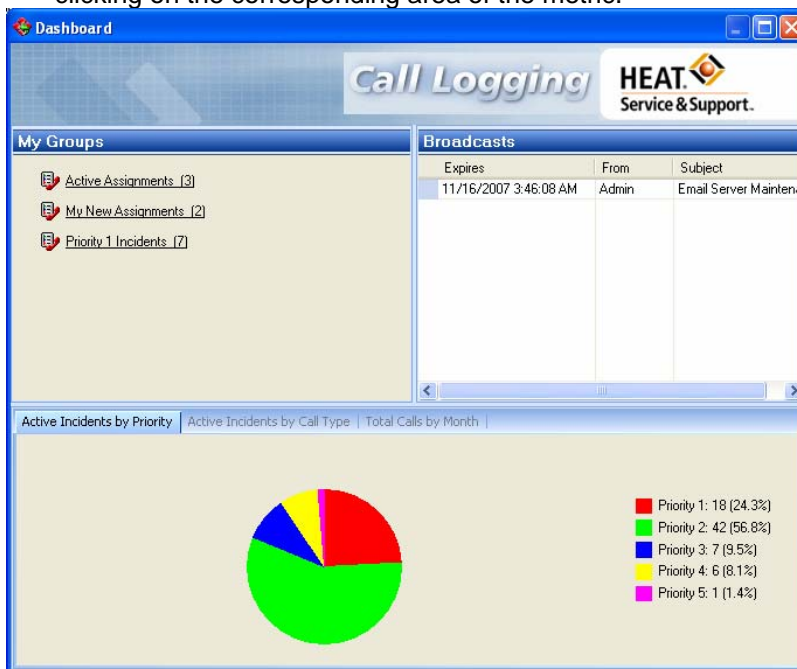
The Auto Ticket Generator (ATG) can be configured to run as a service, as well as an application, allowing it to be functional on any computer and improving security. Other enhancements to ATG include:

- Ability to monitor more than one tkt definition from a single instance of ATG. **Note: ATG can only monitor one and only one MAPI mailbox due to operating system limitations.**
- Ability to create Call Records for correct Profile when email is sent from associated contacts.

### Call Logging Dashboard

Call Logging now includes a new Dashboard which provides a one-stop location for common views and metrics. The Dashboard contains three areas:

- **My Groups Section** – Allows individual users to add hyperlinks to personal call groups, allowing for quick access to commonly used groups.
- **HEAT Broadcast Section** – Allows users to see, and maintain HEAT Broadcasts, previously accessed through Support Mail.
- **Metrics Section** – Displays three commonly used metrics (Open Incidents by Priority, Open Incidents by Call Type, and Incidents received per month during current calendar year). The metrics are interactive allowing users to open the specific group of records by clicking on the corresponding area of the metric.



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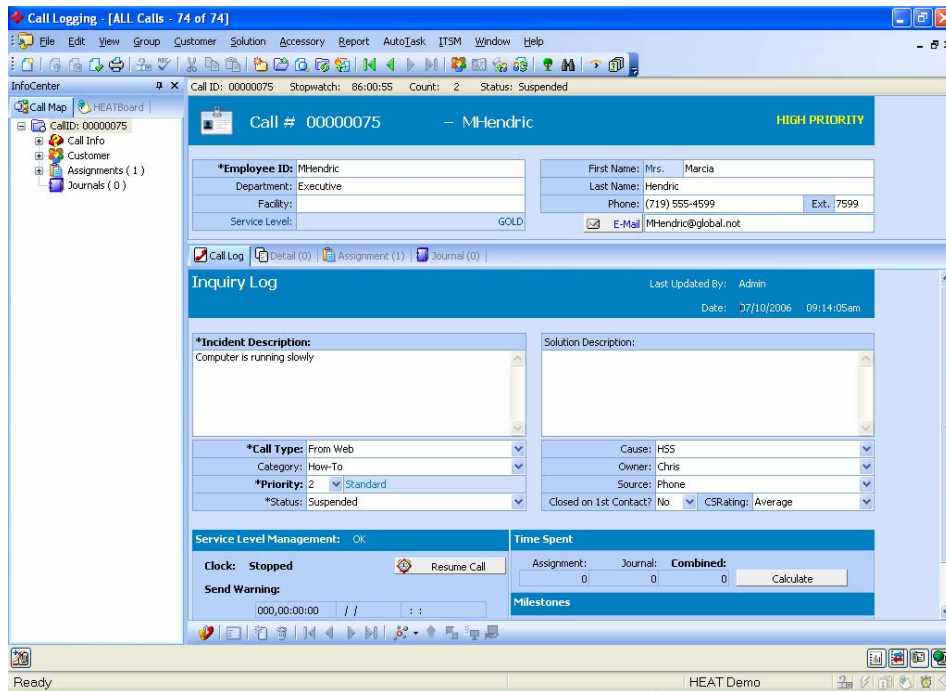
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## Updated Look and Feel

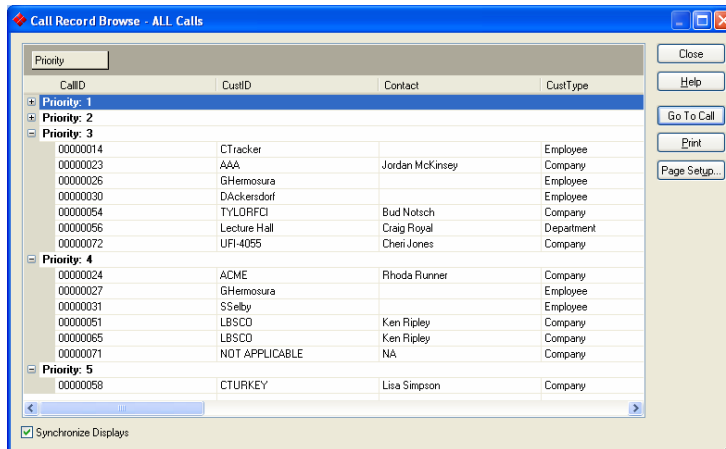
HEAT 8.4 contains the following user interface (UI) improvements:

- Updated Toolbar icons – Updated icons to be more consistent with other commonly used business applications allow for easier use and simplified training.
- Two New Themes – Added two new themes over what was included with HEAT Service & Support 8.0 to allow users to customize the feel of the application.
- Relocation of Call Log, Detail, Assignment, and Journal tabs – Moved tabs from bottom of page to just below the Subset to allow for easier access.



## New Drag and Drop Sorting Grids

HEAT 8.4 adds the capability of drag and drop grid headers, allowing users to navigate using collapsible sorting. This capability is available in the Activity Log, Call Record Browse, Assignment, and Journal grids.



## New Pinnable InfoCenter

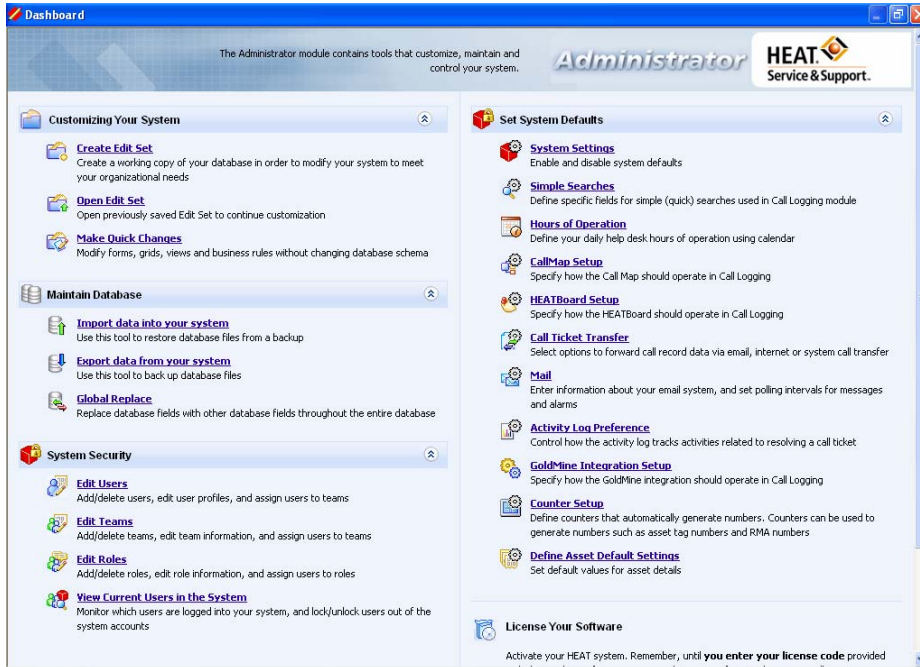
Users can now pin the InfoCenter allowing for more real-estate in the Call Log area. When the InfoCenter is inactive, it hides itself on the side of the screen. Then, when a user hovers over the InfoCenter tab, the InfoCenter appears, allowing the user to quickly see needed information.

## Updated System Requirements

HEAT has added support for Microsoft SQL 2005, Oracle 10g, and Crystal 11. HEAT has also dropped support for Windows NT 4.0, Windows 98, Windows ME, Oracle 8, Microsoft SQL 7.0, and Sybase.

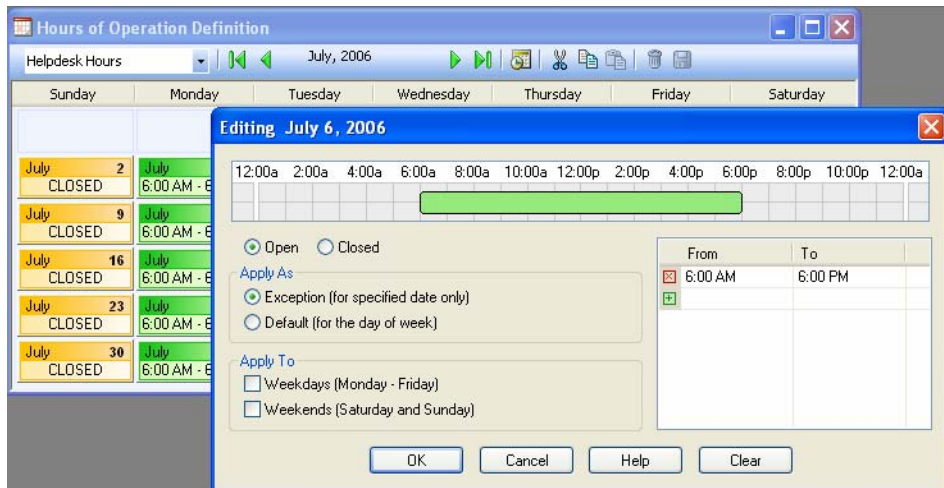
## New HEAT Administrator Navigation Dashboard

The HEAT Administrator has replaced the Quick Start Menu with a new Navigation Dashboard with simplified groupings. This new interface allows for users to quickly find and locate what they are looking for within the Administrator.



## Updated Hours of Operation Interface

The utility to configure Hours of Operation has been updated to allow for easier and quicker creation and editing of Hours of Operation.



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