



An affordable, practical solution designed for growing organizations.

HEAT® PowerDesk™ is based on the award-winning HEAT® Service & Support™ software and provides much of the same functionality as the core product. HEAT PowerDesk is an affordable, practical solution designed specifically for growing organizations. Best of all, when your organization is ready, HEAT PowerDesk can seamlessly scale into HEAT Service & Support.

Simply Powerful™ HEAT® modules:

- **Auto Tasking**—Group and perform several tasks with a single keystroke (e.g., send e-mail, print work orders, launch other applications).
- **“Quick” Features**—Quick Calls, Quick Assignments and Quick Journals are accessible with a single click for defining simple, repetitive tasks. Quickly copy critical information from one call to another.
- **Automatic Ticket Generator (ATG)**—ATG automatically creates new call tickets and updates existing ones through a variety of sources, including MAPI (Microsoft® Outlook®, Novell® GroupWise®, etc.) and POP3. Additionally, Auto Ticket Generator can automatically respond to requests for call ticket information and status.
- **HEATBoard Linked Calls**—Save time and work by allowing multiple calls to be linked to an issue, updated and closed automatically. Callers can be informed that their issue is being addressed.
- **Comprehensive Reporting Tools**—HEAT PowerDesk comes with HEAT® Answer Wizard™, which provides convenient predefined reports and a “consultant in a box” to help you ask the right questions and get the right answers.

- **24/7 Technical Support**—HEAT PowerDesk comes with Web-based support that includes FAQ, “how to” and “how can I” searches, self-help, and access to technical white papers.
- **Scalable**—HEAT PowerDesk is totally compatible with HEAT Service & Support software. As your company and functionality requirements grow, so does your support organization.

HEAT PowerDesk add-on components add even greater value!

- **iHEAT™**—Technicians have remote access to HEAT PowerDesk through either network or dial-up connections, with no additional plug-ins required. This 24/7 remote access to core HEAT PowerDesk functionality allows staff greater mobility and productivity.
- **HEAT® Self Service™**—Installed on your server, HEAT Self Service allows employees and/or customers to log issues and answer their own questions without calling the help desk. This, in turn, reduces call volume, boosts customer satisfaction and provides realized call center savings.
- **GoldMine® Sales & Marketing™**—Combining GoldMine Sales & Marketing with HEAT PowerDesk provides a complete customer relationship management tool, allowing you to create powerful and targeted marketing campaigns, automate sales reports and resolve customer issues rapidly.

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



HEAT® Service & Support™:
Winner of the User's Choice
Gold Award three years in a
row—1999, 2000, 2001

HEAT® PowerDesk™ system requirements—client workstation operating systems

Any of the following Microsoft® operating systems are recommended for running HEAT PowerDesk:

- Windows® 95 or Windows 98
- Windows NT® 4.0 (Service Pack 6a) WS and Server
- Windows 2000 Professional (Service Pack 2)
- Windows Me 2000 Server

Software requirements

HEAT PowerDesk requires two additional software programs to run efficiently. These programs are part of the HEAT PowerDesk installation.

- **Microsoft® Windows Installer**—required to distribute HEAT PowerDesk to client workstations by means of a server. The installer checks for this program and installs it if it is not found. The installer then prompts you to reboot your computer if required.
- **Microsoft® Data Access Components 2.5**—required in order for HEAT PowerDesk to access its database. If these drivers are not already installed, the installer installs them automatically.

"I chose HEAT for the simplicity of its installation and the amount of time it took to make HEAT a functional product. Also, it did not require a programmer to do the installation...plus the price was very reasonable. Customer Support Magazine gave it a very high rating when I was investigating the different solution packages."

—Ivonne Savone
IS Operator City of Los Angeles
(Harbor Dept.)



Automatic ticket generator system server requirements—e-mail traffic CPU RAM

- Minimum (low volume of e-mail): Intel® Pentium® single processor with more than 32 MB of RAM
- Recommended (high volume of e-mail): Intel Pentium II and III with more than 64 MB of RAM

Minimum system recommendations

CPU: Intel Pentium 166 MHz, Intel Pentium II and III or higher

HDD: at least 120 MB free space, at least 200 MB free space

RAM: 32 MB or 64 MB

Microsoft® Internet Explorer 4.x or later is required to view HTML.

Server recommendations

Server RAM and CPU requirements vary depending on your database and the following factors:

- Network operating system
- Database application
- Database size
- Number of simultaneous users on the network
- Number of records



A sneak peek at HEAT®—with no obligation

No forms. No data capture. View the new and powerful HEAT® Service & Support™ with no obligation at http://www.frontrange.com/heat/heat_demos.asp. If you would like to talk to a HEAT professional today, please call 888.276.0620 or your local solutions provider.

To learn more about HEAT add-on modules, other services and support for your HEAT Service & Support product, please visit www.frontrange.com.