

HEAT® Self Service™

Empower users to help themselves.

Boost efficiency and slash costs with intuitive self-service capabilities.

Password resets. Frequently asked questions. Routine technical issues.

These daily calls bog down your service desk and result in hours of lost productivity at a significant cost.

HEAT® Self Service™ translates into increased efficiencies right from the start. This powerful self-service module integrates with HEAT® Service & Support™ and HEAT® Plus Knowledge, out of the box. Now your customers can search the knowledge base for information, submit a new service request, or check the status of an issue or inquiry without adding to your incoming call volume.

Benefits of HEAT Self Service

- Improve customer communication
- Reduce call volumes
- Ease agent workload
- Optimize staffing levels
- Enhance end user satisfaction

HEAT Self Service pays for itself quickly.

Industry research indicates that when customers effectively help themselves, costs can be reduced by 90% over traditional phone calls. The lower cost per transaction quickly contributes to the bottom line.

Get results with HEAT Self Service.

Ease the pressure on your team—

Empower customers to find answers for themselves, rather than contacting your

team. Tight integration with HEAT Plus Knowledge allows customers to type a few symptomatic words to obtain a list of best solutions.

Improve customer communication—

Streamline communication by publishing broadcast messages to the HEAT Self Service portal. Encourage users to subscribe to system-wide outage notifications so they are automatically informed when issues arise and are resolved.

Accelerate self-service adoption—

Take the guesswork out of web-based processes. Expose HEAT auto-tasks and call templates on the HEAT Self Service portal to guide and prompt customers for the necessary information at each step.

Help ensure accurate and consistent logging—

Remove human error from the ticket logging process. Design your self-service forms with contextually relevant pull down menus, pop-up selections and best practice business rules to yield accurate, consistent data.

Keep the communication flowing—

Acknowledge customers by automatically generating an e-mail confirmation when an issue has been logged from the HEAT Self Service portal. The e-mail provides a hyperlink to the original issue so customers can check for accuracy and make changes or updates as needed.



“When customers enter tickets directly into HEAT using the self-service portal, the information is more accurate and we can respond faster. This has saved us time and reduced the number of status calls we receive.”

—Jeff Cotter,
Customer Support Analyst,
Children’s Medical Center

Customize the self-service experience.

Provide your customers with a cohesive online experience by tailoring the look and feel of the HEAT Self Service portal. Use the HEAT form designer to customize the color palette and branding, without programming.

You can also customize how information is presented to the different types of people that access the self-service portal. Multiple Self Service Security Groups control what the customer sees using role-based security.

Using the same role-based approach, you can create a tailored view for managers so they can see all of the issues across their department. Information can be rolled up so managers can identify key trends, and then drill into specifics with a point and click.

Empower customers to enter tickets directly into HEAT using the Self Service portal



HEAT Self Service 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, 1 GB hard drive space (minimums)
- 100 MB network connection (recommended only)
- Microsoft® .NET Framework 3.5 SP1 or later

Workstation requirements*

- Any operating system that 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)

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.fronrange.com.