




Buttons and Shortcuts


Managing Call Records

New Journal	CTRL+J
New Assignment	CTRL+A
Go to Call ID	CTRL+G
Place Call on Hold	CTRL+H 
Add to My Hot List	CTRL+M
Refresh Call Record	CTRL+F5
Move Between Call Groups	CTRL+TAB
Toggle Upper & Lower Pane	F6

Managing Customers

Change Customer Type	CTRL+T
Customer Search	
Limit Call History	






Getting Help

FrontRange Solutions Online Support	
Help	F1



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HETMN0044





HEATBoard

HEATBoard, AutoClose	
HEATBoard, Issue Details	
HEATBoard, Link Current Call	
HEATBoard, New Issue	
HEATBoard, Open Group	
HEATBoard, Current Call Info	CTRL+ALT+C

Reports

Run Call Ticket Report	CTRL+ALT+R	
Run Crystal Report	CTRL+SHIFT+D	
Run/Edit Report Shortcut	CTRL+ALT+D	

AutoTasks

Quick Assignments	CTRL+A
Quick Calls	
Quick Journals	CTRL+J
PO Calculator	
PO Items	
Training	

Simply Powerful™

HEAT 
Service & Support™
VERSION 8.0

Quick Reference Card

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SOLUTIONS™
Optimize The Customer Experience™

Call Logging Window

SUPPORTMAIL TOOLBAR (F11)

Forward (CTRL+F) | Reply (CTRL+R) | View Mail Groups | Move (CTRL+V) | Copy (CTRL+C) | Go to Attached Call (CTRL+A)

New Message (CTRL+M) | New Folder | Delete (DEL) | Refresh Messages (CTRL+E) | Create Journal (CTRL+J) | View Broadcasts (CTRL+B)

SUPPORTMAIL TOOLBAR (F11)

INFOCENTER (CTRL+ALT+I)

Displays the HEATBoard and the Call Map:

- The **HEATBoard** enables members of a team to post and read issues from other team members and receive system-wide information. (CTRL+ALT+B)
- The **Call Map** is an expandable and collapsible summary view of the current Call Record. (CTRL+ALT+M)

CALL STATUS BANNER

Displays information about the Current Call Record.

MENU BAR

Accesses common menu functions.

Print Call Ticket (CTRL+P) | Validate Field (F9) | Spell Check (SHIFT+F9) | New Call Group | Open Call Group (CTRL+O) | Call Record Browse (CTRL+B) | Customer Profile (F5) | View Contacts

Quick Close (F10) | Abandon Changes | New Call Record (CTRL+N) | Save Call Record (CTRL+S) | Refresh Call Group (CTRL+E) | Display MyHot List | Customer Configuration | Caller History | First Level Support (CTRL+F) | FLS Solution Search | FrontRange Solutions Online Support

CALL LOGGING TOOLBAR

Fully customizable, user-definable toolbar.

CUSTOMER PROFILE SUBSET

STATUS BAR

Resolve in Order Indicator | Validate Field (F9) | SupportMail Indicator (F11)

HEAT data source name | Required Field | HEATBoard Indicator | Alarm Indicator (SHIFT+F11)

CALL RECORD FORMS

ATTACHMENT TOOLBAR

Display Global Attachments | Display Mail Attachments | Display Call Transfer Log | Display Activity Log

CALL RECORD TAB BAR

Toggle Lock/Unlock Call (Ctrl+L) | Toggle Grid/Form View | New Entry | Abandon Record

The numbers represent the number of the corresponding Assignments/Journals there are for that call record.

The **Call Log** form shows information about this specific issue, such as the Call Type and Close information. (ALT+1)

The **Detail** form shows information specific to the type of issue entered into Call Logging. (ALT+2)

The **Assignment** form shows information about the person/group assigned to the issue. (ALT+3)

The **Journal** form shows notes or other useful information regarding the issue. (ALT+4)

Attachments | Display Attachment Menu (Add | Edit | Remove)

Save Node (CTRL+S) | Abandon Changes | FrontRange Solutions Online Support

New Tree (CTRL+N) | Open Tree (CTRL+O) | FLS Search | Return to Search (Ctrl+Shift+S) | Return to Call Logging | FLS Post Solution

FIRST LEVEL SUPPORT (FLS) TOOLBAR