

## What our customers had to say:

"I have learnt a great deal today. I look forward to going back to the office tomorrow to use the Software" **Haynes Publishing**

"Fantastic" **Lewis and Wood**

"Very good Training course and presentation" **Securicor Wireless Technology**

"This was a very good course and met my objectives" **Renishaw Plc**

"Very informative and well run" **Lloyds TSB Autolease**

- On line training
- Classroom training
- On site training
- Real time training



### Aim

This course is aimed at those who support the HEAT application and act as HEAT System Administrators. All aspects of the HEAT package are covered, including call logging, system administration and system customisation. Also covered are the other modules in the HEAT package

### Pre-requisites

Students should already have a working knowledge of Windows and/or Windows applications like spreadsheets or databases, networks and knowledge of HEAT to a User Level

### Duration

Typically, this training is tailored to your requirements and should take 2-4 days depending upon the modules that are used within your own configuration of HEAT

### Why choose Wizard Systems?

- Training providers since 1993
- Courses are friendly, informal and run in small groups
- Plenty of hands on experience and exercises
- In training surveys 100% of attendees said they would recommend our training to others

## Agenda

### HEAT BOARD

Adding Customers  
Profile Searches  
Call Groups  
Hot Lists

### TABLE MAINTENANCE

Modifying Field lookups for validation

### AUTOTASKS

Using Quick Calls  
Using For Call Templates  
Creating Autotasks  
Jump Control  
If Statements  
User Parameters  
Running Autotasks with Autotasks

### SECURITY

Users  
Teams  
Roles

### CRYSTAL REPORTS

HEAT Data Structure  
Creating Simple Crystal Reports

### DATABASES

Quick Customise  
Edit sets  
Constrained Validation

### OTHER MODULES

Import / Export Data  
Security – Users, Teams, Roles  
View Sets  
Hours of Operation  
Managers Console  
Alert Monitor  
Self Service  
Auto-Escalation  
Business Rules  
Web UI  
Message Centre  
Load db

Wizard Systems (UK) Ltd  
Unit 7 Badminton Court  
Station Road  
Yate, BS37 5HZ, UK  
Tel 01454 316800  
[www.wizard-systems.com](http://www.wizard-systems.com)

