

HEAT Call Logging

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

To ensure that users have an adequate understanding of the day to day functions of HEAT as a customer service and support tool.

This is intended to be a flexible tailored agenda and is normally designed around your needs.

Pre-requisites

Students should already have a working knowledge of Windows and/or Windows applications like Word Processing or Databases

Duration

Typically, this training is tailored to your requirements and should take one day 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

Introduction

Logging into HEAT
Parts of HEAT Screen
Structure of HEAT
Call Information
Caller Information

Call Logging

Subset Screen
Call Log Screen
Detail Screen
Assignments
Journals

Additional Functions

Print Calls
Re-open Calls
Delete Calls
Calls on Hold
Call Locking
File Attachments
Heat Mail
Alarms

Organising Calls

Call Groups
Creating Call Groups
Hot Lists

Autotasks

Using Quick Calls
Using For Call Templates
Creating Autotask

Alert Monitor

Launching the Alert Monitor
Alert Definitions
Defining Alerts and Alarms

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HEAT 

 **Wizard**
SYSTEMS