

Get more out of your HEAT solution!



Ticomix, Inc. is offering instructor-led training designed to make your staff as productive as possible. What can you learn with us? Listed below are the core topics that will be covered to better understand critical aspects of HEAT v8. Ticomix offers public training classes as well as on-site customized training.

Course Description:

This course is designed to enable the HEAT System Administrator to effectively design and maintain the HEAT System. Administrative topics include call logging, automation, management and reporting tools, customization, maintenance and security. Students will perform feature and functionality exercises for all HEAT modules and best practices will be discussed.

Student Profile and Prerequisites:

This course is designed for HEAT System Administrators/users who are currently using the product and will be responsible for designing and maintaining their HEAT System. They should have user knowledge of Microsoft Windows® operating system.

HEAT System Administration Topics

Call Logging

- Review of the Call Logging module to including v8 enhancements
- Auto Tasks
- HEAT Board
- Call Map features

Administrator

- Review of the Administration module to include v8 enhancements
- Validation Constraints
- Views setup
- Security Roles
- Teams

Alert Monitor

- Review of the Alert Monitor module

Business Process Automation Module

- Setup of Business Rule Editor and Business Rule Monitor
- Setting up of complex business rules

Auto Ticket Generator

- Review of the Auto Ticket Generator module
- Set up Create, Update and Inquiry requests

Answer Wizard

- Review of Answer Wizard Module

Manager's Console

- Review of Managers Console module
- Set up of metrics, notifications, logs and thresholds