

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 creating HEAT reports with Crystal Reports v9. Ticomix offers public training classes as well as on-site customized training.

Course Description:

Starting with the very first screens encountered when loading and launching Crystal Reports, a foundation is built to help understand all the key tools and concepts available in this program including basic report design against a HEAT database. Learn how data being retrieved from a HEAT database can be managed to better understand what it means.

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 with working knowledge of Help Desk procedures and process flow. They should have experience with Microsoft® Windows®.

HEAT Crystal v9 Reports Topics

Foundation Principals

- Know the HEAT Database
- Ten Tips for Better Reports
- Initial Settings
- The Report Gallery
- Connecting to a HEAT Database
- Purpose of the Design Tab Bands
- Inserting Fields onto Report
- Print Preview Tab
- Formatting Text, Number, Date Fields
- The Formula Editor
- Stringing Fields Together
- Duration Calculations
- Stopwatch and Activity Log's Duration Field
- If-Then-Else Formulas... Simple to Complex
- Extracting Portions of a Field
- Preparing HEAT Time Fields to enable a Crystal Time Formatter
- Using More Than One Table
- Visual Linking Expert
- SQL Join Types

Design & Data Retrieval

- Simple Sort
- Group By Group... No Counting
- Change Group Expert
- Group By Summary...Counting
- Counting Records
- Counting Records Not on the Report

- Calculating %'s by Referencing Structure
- Counting Issues per Duration
- Grouping On Formulas & Crystal Dates
- Mixing Groups and Formulas to Invoice
- Structuring Two Reports Inside One
- Time Spent on Unsaved Activities
- Counting Abandoned Tickets
- Hiding Blank Lines for Empty Fields
- Shading Alternate Bands
- Multiple Column Reports

Special Features & Design Tips & Tricks

- Select Expert
- Selecting Only Records with Blank Fields
- Record Selection Requiring a Group
- Length of Time on a Selected Call Status
- The Fancy Select Expert: Parameters
- Providing Default Values to a Parameter
- Adding Parameters to Titles and Subtitles
- Pull Tickets Resolved...ButNot Closed
- Creating Charts and Graphs
- Fine Tuning or Changing a Chart
- Creating A Cross-Tab Report
- Using Formulas in a Cross-Tab
- Day-Specific Order in Cross-Tab
- Creating Labels for a Mass Mailing
- Visualizing Data on a Map
- Troubleshooting