

Get More Out of Your HEAT Solution!

Ticomix, Inc. offers instructor-led training designed to make your staff as productive as possible. We offer your choice of public training classes as well as customized training at your facility. Listed below are the core topics that will be covered in this course.



Course Description:

This course is designed to enable the experienced HEAT System Administrator to use advanced call logging and customization, BPAM, AutoTicket generator, iHEAT, HEAT Web Center, LDAP, importing data and integration with GoldMine. Students will perform lab exercises for all HEAT modules and best practices will be discussed.

Student Profile and Prerequisites:

Class attendees should be current HEAT administrators that have successfully completed the standard HEAT System Administration course. They should have experience with Microsoft® Windows®.

HEAT Advanced Administration Topics – 3 days

Advanced Call Logging

- Important Terms and Concepts Review
- Complex Call Groups
- Customer Groups
- Advanced AutoTasks

Advanced Customizations

- Review of Edit Sets
- Validation Constraints
- External Tables
- View Sets
- Form Design

BPAM

- How BPAM Works
- Configuring BPAM
- Business Rules Editor
- Troubleshooting Tips and Tricks

AutoTicket Generator (ATG)

- Configuring E-Mail Modules
- Creating and Updating a Ticket
- Information Query
- Error Handler
- Bringing BPAM and ATG Together

iHEAT

- Overview
- Installation
- Cluster Manager (Configuration)

HEAT WebCenter

- Overview
- Installation
- Configuration
- Administration
- WebCenter Host

HEAT Self-Service Setup & Configuration

- Overview
- Installation
- HSS Security
- Cluster Manager (Configuration)
- HSS Security
- Configuration

HEAT Self-Service Administration and Interface

- Administration
- Web Interface

LDAP

- Configuring HEAT to LDAP
- Using the Service Control Application

Importing Data

- Planning (Evaluating the System)
- Implementation

GMSM Integration

- Understanding GoldMine Structure
- How Integration Works
- Integrating GMSM with HEAT