



## Unleash the power of information.

Under the weight of increasing call volumes, call escalations and shrinking budgets, service and support organizations are charged with the task of reducing call times, improving customer satisfaction and lowering cost per response.

To provide quick and proper resolution, support technicians must have access to accurate information that is leveraged from the diverse business units across an organization.

### **Get the information you need—when you need it.**

Information that is difficult to find is often underutilized. To remain competitive, organizations need to focus on fully leveraging their existing information assets and subject-matter experts in order to increase productivity, improve customer service and ensure compliance.

### **By providing access to your knowledge bases you can lower overall service management costs.**

- Reduce training time for new support technicians.
- Shorten call times.
- Decrease escalation rates.
- Alleviate the backlog of service requests.
- Provide immediate results and quicker call resolution.
- Improve response consistency.

HEAT® Plus Knowledge helps you find the information you need, exactly when you need it, regardless of its location or structure. And its integration with HEAT® ensures that all of the information is captured and saved for later reference.

**No more hard-to-reach content**—Your organization's knowledge assets are likely stored across different business units in separate repositories and in different formats. HEAT Plus Knowledge allows you to store documents in their native format and search for nearly any document type—regardless of format, structure or location—including ODBC-compliant databases.

**Resolve issues correctly without escalations**—Allow access to expert knowledge for both your support technicians and customers. HEAT Plus Knowledge enables you to easily catalog data so that it can be found and delivered in a way that will help resolve the issue the first time without the need for costly escalations to experts.

**Remove the barriers to collaboration**—Most of an organization's knowledge resides in the minds of its employees. HEAT Plus Knowledge facilitates collaboration among experts in different parts of the organization by making it easier to share information through document searching, storage, indexing, reporting and authoring capabilities.

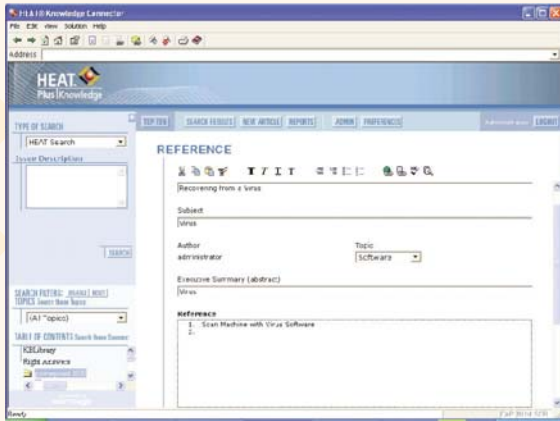
### **HEAT Plus Knowledge puts the power of information front and center.**

- Leverage information assets from diverse business units.
- Combine separate content repositories and various data formats in one solution.
- Organize real-time information directly from its local source, without duplication.
- Eliminate the repetition of research queries.
- Explore structured and unstructured data concurrently.

Industry figures show that knowledge management can reduce operating costs by up to **40%**.

*"Whenever I need an answer, I'm confident that it will be in the HEAT system. I can see what's going on in a couple of minutes instead of having to call or send an analyst an e-mail and wait for a response. It's a big time saver. And when a customer calls, we can quickly give them the information they need, which gives them more confidence in us."*

—Cedric McCray, Desktop Support Manager, The Seattle Times



Quickly search on keywords and show their relevance

**The HEAT® Plus Knowledge solution leverages intellectual capital across the entire organization.**

**Extend the reach of existing information**—Unify, classify and leverage departmental or regional content repositories, such as content management systems from Interwoven or Vignette, Lotus® Notes® groupware, databases, intranets, extranets or Internet sites.

**Increase support technician and customer productivity**—Access more of what your organization already knows, regardless of where information is physically stored or in what format. Reduce redundant efforts to recreate what already exists, which can dramatically decrease call length and call escalation.

**Reduce the risk of noncompliance with corporate policy**—Ensure that support technicians have the information they need in order to comply with current corporate policies, such as standards, procedures and marketing materials, by providing a single point of access to up-to-date information directly from its source.

**Improve customer support**—Enhance customer satisfaction by answering the issue or inquiry correctly the first time and allowing your customers to search for information so they can efficiently help themselves.

**HEAT is a complete service management solution.**

Service management is the evolution toward a business activity view of service and support. By consolidating the management of support center, service level, knowledge and assets, organizations can increase the level of support, increase customer satisfaction and reduce costs at the same time. Organizations need one solution that provides in-depth analysis of employee and customer interactions and a complete service-level view of their business. For more information about HEAT, call 800.776.7889 or visit [www.frontrange.com](http://www.frontrange.com).

**HEAT Plus Knowledge system requirements**

- Operating System
  - Microsoft® Windows® 2000 Server SP3 or higher
  - Microsoft Windows 2000 Advanced Server SP3 or higher
  - Microsoft Windows Server™ 2003
- 500 MHz, 256 MB RAM, 100 MB hard drive space (minimums)
- 100 MB network connection (recommended only)
- Microsoft® Internet Information Services (IIS) server 5.0 or higher
- Microsoft® .NET Framework 1.1 or higher
- Crystal Reports® 9

**Workstation requirements\***

- Any operating system that supports Microsoft® Internet Explorer® or Netscape® Communicator
- Microsoft Internet Explorer 5.5 (English)
- Microsoft Internet Explorer 6.0 (English)
- Netscape 6.2 (English)
- Netscape 7.0 (English)

\*The technician interface of HEAT Plus Knowledge requires Microsoft Internet Explorer. The HEAT® Self Service™ interface can be used with either Microsoft Internet Explorer or Netscape Communicator.