

**Summary**

HEAT Service & Support 9.0 features a rich client (CallLog.exe), and Web User Interface. The Web User Interface offers most of the functionality of the Call Logging, but there are differences. The following feature comparison is meant to outline the differences between the two modes of access.

**Call Logging and HEAT Web Interface Feature Comparison**

HEAT Version 9.0	Call Logging	Web UI
<i>Call Logging Features</i>		
Create New Call Record	Yes	Yes
Support for Record Locking	Yes	Yes
Support of Multiple Customer Types	Yes	Yes
Support of External Customer Types	Yes	Yes
Quick Close	Yes	Yes
Place Calls On Hold	Yes	No
Go To Call	Yes	Yes
Abandon Changes	Yes	Yes
Create and View Broadcast Messages	Yes	No
Print Call Record	Yes	Yes
Call Record Attachments	Yes	Yes
Global Attachments	Yes	Yes
Profile Attachments	Yes	Yes
Call Record Stopwatch	Yes	Yes
Call Count	Yes	Yes
Customized Toolbars	Yes	No
Call Map	Yes	Yes
View HEATBoard Issues	Yes	Yes
Create HEATBoard Issues	Yes	Yes
Link HEATBoard Issues	Yes	Yes
SupportMail	Yes	No
HEAT Alarms	Yes	No
View Activity Log	Yes	No
Create Activity Log	Yes	No
Call Logging Dashboard	Yes	No
Create Call Group	Yes	Yes
Open Call Group	Yes	Yes
Simple Search	Yes	Yes
Work Group	Yes	Yes
Open Hot List	Yes	Yes
Create Hot List	Yes	Yes
Add Call To Hot List	Yes	Yes



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Remove Call From Hot List	Yes	Yes
Table Maintenance	Yes	No
Asset Configuration Window	Yes	No
Call Transfer	Yes	No
Crystal Reports	Yes	No
Create AutoTask Actions	Yes	No

## **AutoTask Actions**

Create Call	Yes	Yes
Create Assignment	Yes	Yes
Create Journal	Yes	Yes
Update Call	Yes	Yes
Jump to Control	Yes	No
Create Profile	Yes	No
Update Profile	Yes	No
Create Contact	Yes	No
Update Contact	Yes	No
Create Configuration	Yes	No
Update Configuration	Yes	No
Create Customer Login	Yes	No
Update Customer Login	Yes	No
Send A Message	Yes	Yes (by SMTP Only)
Send A Broadcast	Yes	No
Run An AutoTask	Yes	Yes
If Statement	Yes	Yes
If Field is Empty	Yes	No
Display Message box	Yes	No
Goto Call(Ticket)	Yes	No
Create HEATBoard Issue	Yes	No
Web Browse	Yes	No
Run A Program to Launch a Web Page	Yes	Yes
Run A Program to Launch Other Files	Yes	No
Write A File To Disk	Yes	No
Print Information	Yes	No
Create Activity Log Record	Yes	No
Execute External Service Request	Yes	No
Perform Dynamic Data Exchange	Yes	No
Create An Alarm	Yes	No
Execute SLA with ITSM	Yes	No

## **HEAT Functions**

AllResolved	Yes	Yes
CurrentDate	Yes	Yes
CurrentTime	Yes	Yes



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DateAdjust	Yes	Yes
DateAdjust - Custom Calendar	Yes	No
DateDiff	Yes	Yes
DateDiff - Custom Calendar	Yes	No
Prompt	Yes	Yes
Role	Yes	Yes
SumAssignments	Yes	Yes
SumJournals	Yes	Yes
Team	Yes	Yes
TimeAdd	Yes	Yes
TimeAdd - Custom Calendar	Yes	No
TimeAdjust	Yes	Yes
TimeAdjust - Custom Calendar	Yes	No
TimeDiff	Yes	Yes
TimeDiff - Custom Calendar	Yes	No
TrackerSupervisor	Yes	Yes
UserID	Yes	Yes
ValidatedPrompt	Yes	Yes
Calculation	Yes	Yes
StrConcat	Yes	No
Strlower	Yes	No
StrUpper	Yes	No
StrSub	Yes	No
StrTrimL	Yes	No
StrTrimR	Yes	No
DDERequest	Yes	No
IF	Yes	No
ReadFile	Yes	No

**ShortCut Keys**

Copy Ctrl+C	Yes	Yes
Cut Ctrl+X	Yes	Yes
Delete character to the left Backspace	Yes	Yes
Delete character to the right Delete	Yes	Yes
Move back one field Shift+Tab	Yes	No
Move cursor one word to the left Ctrl+left arrow	Yes	Yes
Move cursor one word to the right Ctrl+right arrow	Yes	Yes
Move cursor to beginning of text field Ctrl+Home	Yes	Yes
Move cursor to beginning of the line Home	Yes	Yes
Move cursor to end of text field Ctrl+End	Yes	Yes
Move cursor to end of the line End	Yes	Yes
Move cursor to next field Tab	Yes	Yes
Move cursor within a field left arrow and right arrow	Yes	Yes
Paste Ctrl+V	Yes	Yes
Scroll text in a memo field up arrow and down arrow	Yes	Yes
Undo Ctrl+Z	Yes	No



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Alarms Shift+F11	Yes	No
Assignment Alt+3	Yes	Yes
Assignment, Acknowledge Shift+F2	Yes	No
Assignment, New Ctrl+A	Yes	Yes
Assignment, Resolve Ctrl+Shift+F2	Yes	No
Call, First Shift+F7	Yes	No
Call, Last Shift+F8	Yes	No
Call, Next F8	Yes	No
Call, Previous F7	Yes	No
Call Group, Close Ctrl+F4	Yes	No
Call Group, Open Existing Ctrl+O	Yes	No
Call ID, Go to Ctrl+G	Yes	Yes
Call Log Alt+1	Yes	Yes
Call Map, Go to Ctrl+Alt+M	Yes	No
Call on Hold, Place Ctrl+H	Yes	No
Call Record Browse, Display Ctrl+B	Yes	No
Call Ticket Report, Run Ctrl+Alt+R	Yes	No
Clear a Date or Time Field F2	Yes	No
Counter Field, Decrement - (numpad)	Yes	Yes
Counter Field, Increment + (numpad)	Yes	Yes
Crystal Decisions Crystal Reports Ctrl+D	Yes	No
Customer Types, Change Ctrl+T	Yes	No
Detail Alt+2	Yes	Yes
Display Calendar in Date Field F4	Yes	No
Fill in System Date/Time F3	Yes	No
First Level Support (FLS) Ctrl+F	Yes	No
HEATBoard Current Call Information Ctrl+Alt+C	Yes	No
HEATBoard, Go to Ctrl+Alt+B	Yes	No
Help F1	Yes	No
InfoCenter, Show Ctrl+Alt+I	Yes	No
Journal Alt+4	Yes	Yes
Moves between Call Groups Ctrl+Tab	Yes	No
My Hot List, Add Call Ctrl+M	Yes	No
New Call Ctrl+N	Yes	Yes
New Journal Ctrl+J	Yes	Yes
Next Assignment/ Journal Ctrl+Page Down	Yes	No
Previous Assignment/ Journal Ctrl+Page Up	Yes	No
Print Active Call Group Ctrl+Shift+P	Yes	No
Print Call Ticket Ctrl+P	Yes	No
Profile F5	Yes	No
Quick Close F10	Yes	Yes
Refresh Call Record Ctrl+F5	Yes	No
Refreshes Active Call Group Ctrl+E	Yes	No
Run Crystal Report Ctrl+Shift+D	Yes	No
Run/Edit Report Shortcut Ctrl+Alt+D	Yes	No
Save Ctrl+S	Yes	Yes



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Search, Perform Ctrl+Shift+S	Yes	No
Spell Check Shift+F9	Yes	No
Subset, Autosize F12	Yes	No
SupportMail F11	Yes	No
Toggles between upper and lower panes F6	Yes	Yes
Un/Lock Call Record Ctrl+L	Yes	No
Validations F9	Yes	Yes

## Navigational Features

Create Assignment from Call Log Short Cut	No	Yes
Create Journal from Call Log Short Cut	No	Yes
Add Attachment from Call Log Short Cut	No	Yes
Tabbed Browsing	No	Yes

## Module Integration

HEAT Plus Knowledge	Yes	Yes
Centennial Discovery	Yes	Yes
FrontRange IT Service Management	Yes	No
GoldMine Premium Edition	Yes	Yes
Enteo	Yes	Partial
FrontRange Voice	Yes	No

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