

Refresh Call Group (CTRL+E)    Display My Hot List

Open Call Group (CTRL+O)    View Contacts

New Call Group    Customer Profile (F5)    Customer Configuration

Lock Call Record    FrontRange Solutions Online Support

Print Call Ticket (CTRL+P)    Switch to Grid View

New Call Record (CTRL+N)

**CALL LOGGING TOOLBAR**  
Fully customizable, user-definable toolbar.

**TABBED BROWSING**

Tabbed browsing is a unique feature of the HEAT Web User Interface, allowing multiple call groups or profile records to be displayed within a single window. The user can open Call Groups or Profile Records in a new tab and click between tabs to view each record.

Opens a new tab.

**CALL RECORD TAB BAR**

The **Call Log** form shows information about this specific issue, such as the Call Type and Close information. (ALT+1)

The **Detail** form shows information specific to the type of issue entered into Call Logging. (ALT+2)

The **Assignment** form shows information about the person/group assigned to the issue. (ALT + 3)

The **Attachment** tab displays the call record attachments in a grid view to the user.

The **Journal** form shows notes or other useful information regarding the issue. (ALT + 4)

**Add File** provides a shortcut to upload an attachment to the Call Record.

The **New Journal Record** provides a shortcut to add new Journal records to the Call Record.

**Add Assignment** provides a shortcut to add Assignments to the Call Record.



## BUTTONS AND SHORTCUTS

### MANAGING CALL RECORDS

New Journal	CTRL+J	
New Assignment	CTRL+A	
Go to Call ID	CTRL+G	
Place Call on Hold	CTRL+H	
Add to My Hot List	CTRL+M	
Refresh Call Record	CTRL+F5	
Move Between Call Groups	CTRL+TAB	
Toggle Upper & Lower Panel	F6	

### MANAGING CUSTOMERS

Change Customer Type	CTRL+T	
Customer Search		
Limit Call History		

### HEATBoard

AutoClose	
Issue Details	
Link Current Call	
New Issue	
Open Group	
Current Call Info	CTRL+ALT+C

### GETTING HELP

FrontRange Solutions Online Support	
Help	F1

**SupportMail Toolbar (F11)**

- Forward (CTRL+F)
- Reply (CTRL+R)
- View Mail Groups
- New Message (CTRL+M)
- New Folder
- View Broadcasts (CTRL+B)
- Delete (DEL)
- Refresh Messages (CTRL+E)
- New Journal (CTRL+J)
- Move (CTRL+V)
- Copy (CTRL+C)
- Go to Attached Call (CTRL+A)

**Menu Bar**

Accesses common menu functions.

**Call Status Banner**

Displays information about the Current Call Record.

**Call Logging Toolbar**

Fully customizable, user-definable toolbar.

- Print Call Ticket (CTRL+P)
- Quick Close (F10)
- Abandon Changes
- Validate Field (F9)
- Spell Check (SHIFT+9)
- New Call Record (CTRL+N)
- Save Call Record (CTRL+S)
- New Call Group
- Open Call Group (CTRL+O)
- Call Record Browse (CTRL+B)
- Display My Hot List
- Refresh Call Group (CTRL+E)
- Customer Profile (F5)
- View Contacts
- FrontRange Solutions Online Support
- First Level Support Solution Search
- First Level Support (CTRL+F)
- Caller History
- Customer Configuration

**InfoCenter (CTRL+ALT+I)**

Displays the HEATBoard and the Call Map:

- The HEATBoard enables members of a team to post and read issues from other team members and receive system-wide information. (CTRL+ALT+B)
- The Call Map is an expandable and collapsible summary view of the current Call Record. (CTRL+ALT+M)

**Customer Profile Subset**

**Call Record Forms**

**First Level Support (FLS) Toolbar**

- Save Node (CTRL+S)
- Abandon Changes
- FrontRange Solutions Online Support
- New Tree (CTRL+N)
- Open Tree (CTRL+O)
- FLS Search
- Return to Search (CTRL+SHIFT+S)
- Return to Call Logging
- FLS Post Solution

**Call Record Bar**

- Toggle Lock/Unlock Call (CTRL+L)
- Toggle Grid/Form View
- New Entry
- Abandon Record
- Access HEAT home page and ITSM integration functions (Search/Link/Create)
- Access linked ITSM records (Problem/Change/Configuration/Release)

**Call Record Tab Bar**

The numbers represent the number of the corresponding Assignments/Journals for the call record.

- The Assignment form shows information about the person/group assigned to the issue. (ALT + 3)
- The Detail form shows information specific to the type of issue entered into Call Logging. (ALT+2)
- The Call Log form shows information about the specific issue, such as the Call Type and Close information. (ALT+1)
- The Journal form shows notes or other useful information regarding the issue. (ALT + 4)

**Attachment Toolbar**

- Attachments
- Display Global Attachment
- Display Mail Attachment
- Display Call Transfer Log
- Display Activity Log
- Display Attachment Menu (Add/Edit/Remove)

**Status Bar**

- Resolve in Order Indicator
- Validate Field (F9)
- SupportMail Indicator (F11)
- HEAT
- HEAT data source name
- Required Field
- HEATBoard Indicator
- Alarm Indicator (SHIFT+F11)