Major Differences between HEAT Self Service and DCL (ASUS-DCL)

There are two distinct modules of HEAT: HEAT Self Service and HEAT Call Logging

HEAT Self Service is a web site which allows users to submit tickets to the ASDS staff. HEAT Call Logging is a client side application which the ASDS staff will use to receive, monitor, and communicate with HEAT Self Service users. The majority of campus users will be using HEAT Self Service.

You can only view and edit your own submitted tickets.

Due to security constraints and design of Self Service, tickets are handled on a one-to-one basis.

You will be unable to add ticket watches to other tickets.

Since submitted tickets will be considered your own, you will be unable to add a watch to a particular ticket. However, we can provide you with a group email alert for a specific module. For example, if you would like to receive notifications for all Admissions, Student Records or Student Financials issues, we can place your name on the corresponding list.

Email alerts will originate from asus@maine.edu.

Email alerts will no longer be sent from the person who changed the ticket. All emails will be sent from asus@maine.edu.

You will no longer receive email updates for every single change.

HEAT allows us to control what communications are sent through the system. If an important task or question is needed within the ticket, the person responsible will be able to send you the notification. You will now receive email updates under the following conditions:

- When your ticket is created
- When the ASDS staff member responsible sends the communication
- When your ticket is closed
- Optional Group Alerts

Keep in mind, that even if the ASDS staff do not opt to send you the communication, the entry can still be viewed within the ticket notes.

Once an attachment is added to a ticket, the attachment can no longer be accessed.

After an attachment is uploaded to the HEAT Self Service server, it will no longer be accessible through the ticket. You will be presented with a list of attachments which contains the names of files.

Assignments, status changes and ticket closure are handled internally.

All changes to the status of a ticket will be handled internally by the ASDS staff. Status changes will be reflected on your home page; however they will not be editable. It will be a cooperative effort between the ticket owner and person responsible to keep the status aligned with the lifecycle of the ticket.

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