

Help Desk Services

Key Benefits

- *Three Tiers to Fit Your Needs*
- *Shared or Dedicated Agent Options*
- *24/7/365 Customer Care*
- *Established Response Library Minimizes need to Escalate Calls*
- *General Sales Support*
- *Order Taking and Payment Processing Services Available*
- *PCI-DSS Compliant*

Key Features

- *Flexible, On-the-fly Scripting*
- *Customized Escalation Procedures*
- *Dealer Locator*
- *Field Dispatch Services*
- *Multilingual Communication Support*
- *Disaster Planning and Response*
- *Call Patching and Routing*
- *Advanced Ticketing System Logs every Customer Contact*
- *Cross-selling/Up-selling*

By using AnswerNet's Help Desk Services, you can provide your customers with excellent customer care and technical support 24/7.

Our staff triages each call by opening a trouble ticket and reliably escalating calls to your appropriate staff member in any format you desire (live patch, voicemail, email or SMS). This ensures your customers receive the support they need.

AnswerNet's Help Desk Services can be handled and escalated to three distinct levels/tiers:



Level One

AnswerNet agents answer your calls 24/7, log each contact into your trouble ticketing system (or ours) and route calls to the appropriate person or department.

Level Two

Agents answer and log questions and provide solutions to simple problems based on a standard response library. Questions that cannot be answered are escalated to the appropriate contact at your facility.

Level Three

Dedicated agents, meeting your requirements, answer and log questions and provide solutions to problems based on a standard response library. We will only call your staff to assist with high-level problems that our project managers cannot resolve.

