

Key Benefits

- 3 Levels/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

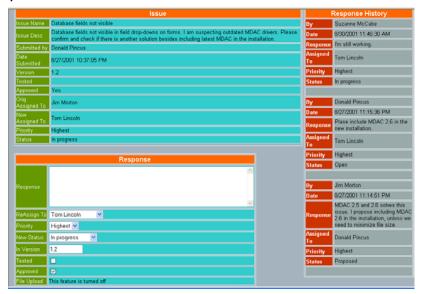
- Flexible, On-the-Fly Scripting
- Customized Escalation Procedures
- Dealer Locator
- Field Dispatch Services
- Multi-language and Communication Support
- Disaster Planning and Response
- Call Patching and Routing
- Advanced Ticketing System Logs Every Customer Contact
- Cross-selling/Up-selling

Help Desk/Customer Care

Your customers deserve one-on-one personal attention. Whether you have a steady flow of call volume or spikes in traffic, your callers expect excellent customer care when they dial your company's number, and they are not very understanding when your "IT" sometimes fails to work.

AnswerNet can assist in resolving these issues, helping you retain valuable customers. 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), ensuring your customers receive the 24/7/365 support they need.

Help Desk Ticket Screenshot



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

Level 1

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 2

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 3

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 manager cannot resolve.

