

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

Issue		Response History	
Issue Name	Database fields not visible	By	Suzanne McCabe
Issue Desc	Database fields not visible in field drop-downs on forms. I am suspecting outdated MDAC drivers. Please confirm and check if there is another solution besides including latest MDAC in the installation.	Date	9/30/2001 11:46:30 AM
Submitted by	Donald Pincus	Response	I'm still working.
Date Submitted	8/27/2001 10:37:05 PM	Assigned To	Tom Lincoln
Version	1.2	Priority	Highest
Tested		Status	In progress
Approved	Yes		
Orig Assigned To	Jim Morton	By	Donald Pincus
Now Assigned To	Tom Lincoln	Date	9/27/2001 11:15:36 PM
Priority	Highest	Response	Please include MDAC 2.6 in the new installation.
Status	In progress	Assigned To	Tom Lincoln
		Priority	Highest
		Status	Open
		By	Jim Morton
		Date	9/27/2001 11:14:51 PM
		Response	MDAC 2.5 and 2.6 solves this issue. I propose including MDAC 2.6 in the installation, unless we need to minimize file size.
		Assigned To	Donald Pincus
		Priority	Highest
		Status	Proposed

Response	
Response	
ReAssign To	Tom Lincoln
Priority	Highest
New Status	In progress
In Version	1.2
Tested	<input type="checkbox"/>
Approved	<input checked="" type="checkbox"/>
File Upload	This feature is turned off.

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.

