Quest Help Desk Service

What You Get
When you sign up for Quest Help Desk Service you’ll enjoy live, U.S.-based, 24x7 technical support on software and hardware products from certified frontline-support technicians.

Please contact us for a complete list of supported software, hardware, and other applications.

The Human Touch
Our friendly customer service team will use industry-leading internal processes to expertly troubleshoot your technical issues.

Quality Assured
Phone calls are randomly recorded and monitored by a trained quality assurance team.

Two Levels of Support
Level 1 Help Desk
Benefit from a call answering service, troubleshooting, and call logging, using a populated knowledge base to resolve the incident at first point of contact.

• Windows and Apple workstation troubleshooting and triage
• Desktop peripheral hardware
• Issues resolved using remote control

Level 2 Help Desk
Additional troubleshooting assistance is provided. If a call can’t be resolved, predefined call escalation processes will elevate the issue to a qualified expert.

• Includes all support features of Level 1 Help Desk
• Server-based password resets

Key Help Desk Features
• Domestic call center
• ITIL best practices
• Round-the-clock support by certified technicians
• Access to the eSupport portal for easy reporting
• Choice of multiple service offerings
• Customized, dedicated ACD phone line with an optional script
• Call-dispatch capabilities for on-site repairs
• 8x5 or 24x7x365 service levels available

Learn more about Quest Help Desk
Invest in the Capability, not the Product®
800.326.4220 | www.questsys.com/helpDesk.aspx
Key Benefits of Help Desk Services include:

- Freeing time for your internal resources to focus on core business and development projects
- Reducing operations costs
- Outsourcing help desk services, faster than building and staffing your own
- 24x7x365 service available
- Eliminating drain on your resources, staff or infrastructure

We can assist with multiple call types, including:

- Internet/network connectivity
- Password resets
- Peripheral support (e.g., printer issues)
- Dispatch/call management services
- Answering service
- Desktop applications
- Core Microsoft OS
- Apple Mac OS X
- Custom/vertical/line-of-business applications

Measuring Success
We strive for excellence. Our solution center maintains the highest standard of service-level metrics, including:

- First call resolution
- Average speed of answer
- Abandonment rate
- All measurements are reviewed and managed daily.

Trust Experience
Our experts respond to an average of 40,000 incidents per month. We have the experience to efficiently support our customers with many help desk clients, including numerous Fortune 500 customers.

Learn how Quest Help Desk can increase efficiency and impact your bottom line.

Put Us to Work
Our Help Desk Service can be employed to complement your current staff during times of increased call volume, such as software rollouts and upgrades. Benefit from 24x7 technical support and after-hours user interface, as well as answers to “how-to” and technical or error-resolution questions.

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How can we help®
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