Help Desk Support

Satisfy customer queries quickly and efficiently with Answer4u's Help Desk Support Services

Answer4u's 24 hour solution allows you to concentrate on other aspects of your business.

We can provide your business with a comprehensive 24 hour solution which will leave your customers assured they are your number one priority and means you are free to concentrate on other aspects of your business.

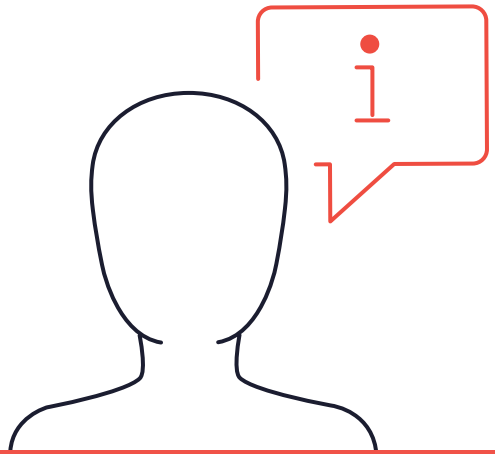
Offering help and guidance to your customers using your business FAQs or by forwarding specific enquiries to the relevant department for escalation, our tried and tested helpdesk services will guarantee round the clock customer satisfaction.

The Service:

- We'll provide a complete front line helpdesk solution or help support your existing helpdesk service
- Our professional script writers will deliver a call answering solution that perfectly matches your business processes.
- Your customers' FAQs answered 24 hours a day, 365 days a year
- We triage your callers to identify and diagnose issues
- We handle and resolve issues and queries on your behalf
- Calls can be directed to the relevant person / department if they meet your set criteria
- We'll follow your defined escalation process for urgent calls you wish to be informed about
- Full resiliency – divert calls to us in the event of an emergency, during call spikes and seasonal uplifts or on an overflow basis

Benefits to you and your business:

- Increase your efficiency through dedicated helpdesk support services
- Supplements your customer service function on a permanent or overflow basis
- Achieve customer satisfaction levels that set you apart from your competitors
- Allows you to manage call spikes cost-effectively



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