HELP DESK SERVICES

Scale your help desk with full or on-demand support

Routine calls to your in-house help desk about passwords and printers can strain an already busy IT team. When your help desk is flooded with calls, it can delay your IT team from tackling other critical tasks. Or your users might not get the fast answers they need to get back on track and meet important deadlines. Now there's a better way to relieve the burden on your IT team. With Help Desk Services from YKP Systems, you can:

- Offer your users 24/7/365 support
- Standardize to a single point of contact
- Get employees back to work faster
- Foster a positive perception of your help desk

Depending on your needs, you can choose from two options for our Help Desk Services: full support or ondemand support. With full support, you get superior customer service with U.S.-based advisors, 24/7/365 availability, a unique ability to instantly scale the number of advisors to meet call volume, and low abandonment rates. Our on-demand option gives you this same level of service, but only when you need it. So, whether your call volume means having 20 on-demand advisors on hand or merely 10, we can instantly dial up (or down) the number of advisors to meet your after hours and overflow needs.

REDUCE THE BURDEN ON IT

- Focus on critical IT tasks
- Delegate routine support like password resets, printer help, and VPN help
- Give users quick answers so they can get back to their jobs

SUPPORT TO FIT YOUR NEEDS

- Full and on-demand support options
- Flexibility to fit Help Desk Services to your organization
- Easily scale support as demand grows or subsides

Full support

- A single point of contact for help and incident reporting for IT-related issues and major service outages

- A multichannel, multilingual offering with a strong online presence through its ticket log and track, chat, and self-assistance services

- Advisors who are "licensed to support" and who understand the industry and can provide support and solutions to meet the business needs and priorities of the employee

- On-demand support, anytime

- U.S.-based, English speaking advisors

On-demand support

- Offers the same level of service as our full support option

- Scales up or down to meet demand

- Gives you after-hours and overflow support

Service highlights

ACCOUNTS AND PASSWORDS

- Reset passwords

- Enable/disable accounts

- Fulfill or assign account access requests

INFRASTRUCTURE

- Support issues with printers, networks, mobile devices, and more

- Grant access to guest wireless

- Help with remote desktop and VPN

TRIAGE

- Respond to incidents and requests driven by customer satisfaction

- Solve in-scope issues

- Escalate quickly to the correct group for out-of-scope issues

YKP SYSTEMS

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