



# Help Desk Services

## Call Management Services

IT is often the center of the business model; it is their job to extend current capabilities to their departments while reducing operating cost without adding staff.

Synergy's Call Management service is designed to eliminate concerns with the expense of call management software and the analysts to field and dispatch calls.

Our services are designed to reduce the cost of operation, increase customer service and provide a strategic approach to support that will drive the greatest ROI.

Synergy will provide the customer the ability to utilize Synergy's call management system and infrastructure. The customer's end users will place a service request through Synergy's Solution Center, which is staffed 24x7x365. Synergy will open a ticket in the call management system with all of the pertinent information. The ticket will then be assigned to the customer's IT staff to provide the appropriate service for the end user. As the customer's IT engineer works on the issue, he or she would update the call using Synergy's eSupport Web Portal. Synergy will track the progress of the incident and provide the appropriate customer manager with call status.

Synergy will work with each of our clients to design a specific Service Level Agreement (SLA) to meet their particular support requirements. Synergy's processes are based on ITIL (IT Infrastructure Library) best practice principles. Phone calls are reviewed and randomly monitored by a trained Quality Assurance (QA) team to ensure compliance with Service Level Agreements. This team constantly searches for ways to improve their Solution Center services.

### Call Management Metrics / Service Level

Synergy strives for excellence and manages the Solution Center to maintain the highest standard of service level metrics including average speed of answer, abandonment percentage and more.

### Reports Delivered Through eSupport Portal:

Synergy's eSupport portal allows 24-hour access to our database. Customers can run reports, track problems, track technicians and view technician notes – all from the web.

Synergy has the experience with numerous customers including Fortune 500 companies. Synergy receives and responds to an average of 40,000 incidents a month.

**Large enough to deliver... Small enough to care.**



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