



Managed Services



Call Management Support Services

DESCRIPTION:

Synergy will provide the Customer the ability to utilize Synergy's call management system and infrastructure. The customer's end-users would place a service request through Synergy's solution center, which is manned 24x7x365. Synergy would 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/she would update the call using Synergy's solution Center. Synergy will track the progress of the incident and provide the appropriate Customer manager with call status.

COVERAGE:

Standard coverage is 9x5..
24x7 coverage is available for an additional charge.
Please consult your Account representative.

REPORTING:

- ◆ Daily Open Call Report
- ◆ Monthly Call Closed Report
- ◆ Call Stats, Response Times and Resolution Times
- ◆ Tech Activity Reports

BENEFITS:

Customer does not have to concern themselves with the expense of call management software and analysts to field / dispatch calls. Simple to budget expense for Call Center Management support.



ASSUMPTIONS:

- Customer will provide Synergy with dispatch and escalation information.
- There will be an agreed upon call / dispatch process.
- This process will be added into Synergy's knowledge base.

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



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