



Help Desk



We work to provide you the best staff service as well as post Implementation support through our help desks from telephone consultations to expert consultations.

The mission of the Help Desk is to provide the user community a single point of contact through which their needs regarding the use of resources and services Of technology platforms can be resolved and / or led in a Known standard.



The objectives of the help desk are :

**RESOLVE A HIGH
PERCENTAGE ON -LINE**

**HANDLE ALL
INCOMING CALLS**

**ONLINE TRACKING OF
CASES ARISING**

**REDUCE CALLS
RECURRENT IN TIME**



Who should take this Solution/ Service?

All organizations that have business processes supported by a technology platform with a wide community of users who use the technology to do their jobs.



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Benefits

This service provides the following benefits users and the organization:

- **Provides a single contact number where people can canalize their queries or problems.**
- **There is a centralized management of all requirements and problems associated to the platform.**
- **Sets permanent availability of support.**



- **Increases user productivity by avoiding seeking help from their colleagues, creating downtime and solving in few of minutes a high percentage of the requirements.**
- **Downloading a very demandig problems in the areas of computer science, who are usually the ones that assume this role, allowing them to engage in core business.**
- **Provides monthly information and recommendations to take action to improve.**
- **Global coverage and support in several languages according to the service level agreements.**

How is the Service Delivery?

- It can be provided from our global support center in the offices of **Extreme** or by outsourcing in the client's offices.
- The service schedule is agreed when designing the service model that meets customer needs.



Technology

- **The mainstay of this service, is technology used to manage it.**
Basically provides a registration system to track cases and telephone technology with software that automates and records calls' control.





Support levels offered:

We have several support levels, allowing more immediate Attention and higher quality of response. They are:

First Level of Support: This role represents the first point of contact with the user. The first level of support is conformed by staff of **Extreme** in charge of solve simple phone request.





Second Level of Support: This role is for the groups of technical responsible for resolving applications requiring a higher degree of specialization. The second level support consists of **Extreme** that act on the basis of predefined procedures.

Supervision: In order to manage the service, we define a Coordinator, who will oversee and monitor compliance of the standards solution times established for all calls received, also, will monitor and control the compliance of the standard solution times for all problem reports, as the commitments made by the units of resolution concerning the deadlines for the settlement of these reports.

The Supervisor will act as first level of escalation for unresolved cases in the specified times.

Unit of Analysis

An Analyst Manager of the Help Desk Software, his role is to perform monthly a analysis of indices and data, designed to monitor the behavior in times of all indices defined as service agreements, timely warning of deviations and generating proposals of corrective and proactive actions.

User Survey

The service includes conducting a survey to the community of users associated with this service, to identify weaknnesses in the attention and establish continuous improvement. The format of the survey will be developed together with the client.

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Information

It is part of the service to deliver reports monthly which reflect the activities made and their compliance. Furthermore, these reports allow visualize situations of improvement for both Customer and **Extreme** and Implement the necessary arrangements.

It identifies the reports according to their area of origin, type of attention and statistical graphics, and also a list of reports generated most often in the month.

Also will be included in these reports the analysis of Monthly management results delivered by the Management System fault log.



Service Commitments

Along with service design it is set in agreement with the Customer the committed services levels, these generally focus on:

Established calls: This indicator is related to those calls made by users of the customer and answered by a Help Desk agent.

Missed calls: Calls made by users and not answered by the Help Desk agents, because attention is not available (busy phones) or because the user gives up his call after a lapse of time (abandonment) .

Solutions to problems online: Refers to the percentage of total calls from software problems related to queries and problems of use and productivity tools operation, which is resolved by Help Desk agents, online.

Average time for calls Average time for calls: refers to the average call duration.

Implementation.

- **In each implementation of a service like this, the following activities are developed:**
- **Induction support staff in the culture, objectives and customer's business processes.**
- **Training of human resources provided by **Extreme**.**
- **Analysis and implementation of the Management Help desk, procedures, methods and controls.**



Definitions of the system. Categorization, Allocation Rules, Levels of Prioritization of cases, Escalation Policies, Notifications and alarms, Solutions Documentation.

Testing the model.

Documentation of procedures, methodologies, controls, design of model and use of the software.

Installation and implementation of the software.

Construction and documentation of management reports that the client requires for the purpose of evaluating and measuring the service.

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