

iDesk MANAGED SUPPORT SERVICES

iDesk MANAGED SUPPORT SERVICES Leading the Way in Customer Management and Self-Help Solutions

The principal benefits are

- Increased customer satisfaction from reliable delivery
- Confidence of using service delivery experts, with strong reference customers
- Hassle free, speedy ramp up to 'go live'
- Multi-channel contact availability
- Highly scalable service
- Knowledge programmes to proactively reduce support requirements
- Management reporting and on-going service management

Our service

iDesk has a proven track record in providing support to end users, both business and consumer. The service can be tailored to match your exact requirements. Current contracts include:

- Technical support for PC, internet and application users
- Customer service support
- Outbound telemarketing - customer retention programmes and customer acquisition programmes

Overview of key features

• Quality service

An enviable track record of customer satisfaction and awards, backed up by service level and quality commitments.

• Multi-channel support centre

Robust infrastructure with Teltronics/DTS ACD, call recording and proprietary intelligent helpdesk software.

• Quality people

Experienced service delivery managers, technical experts and agents with skills in European and other International languages.

• High capacity

Currently handle over 1000 calls and emails per day.

• Reporting

Client specific extranets display daily statistics regarding the service.

• Knowledge management

Provision of a dynamic knowledge base on customer web sites to provide FAQs and tutorials.

• Technical expertise

Technical environment can be tailored to suit service requirements.

The outsourced support market is growing exponentially: 1998 global sales were \$2.2 bn and the forecast for 2003 is \$4.3bn.

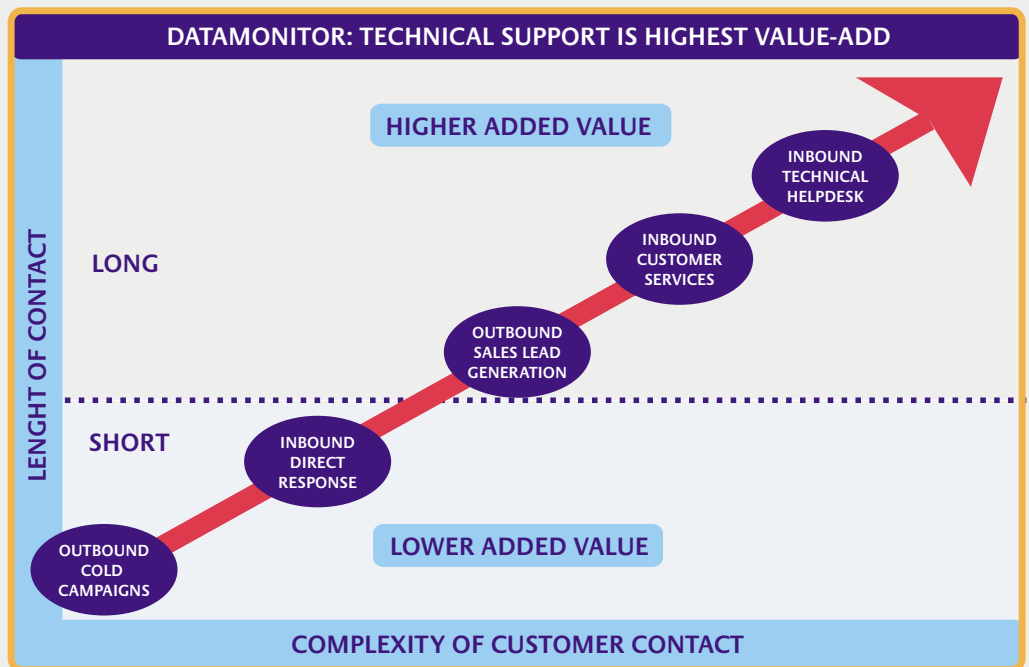
This strong upward trend is driven by the fact that service is the most critical dimension against which people assess companies, with customers continuously setting new & higher benchmarks for their needs.

iDesk's core business since 1994 has been the provision of customer service-orientated technical support. Our track record of delivering high quality support services has enabled us to develop an unparalleled client list and wide expertise in meeting technological and customer care needs.



Leading the way in customer management and self-help solutions

For further information about MANAGED SUPPORT SERVICES or any other iDesk products and services, email us at sales@idesk.com or call us on +44 (0) 20 8537 7575



INTELLIGENT EMAIL

iDesk's Intelligent eMail is an email management solution targeted at enterprises who receive high volumes of email and require a system to manage the workflow & reduce costs.

The software analyses each mail as it arrives and routes it to the appropriate skills groups. Artificial intelligence, combined with a knowledgebase, is used to auto-respond to some mail types and provides suggested responses to others.

Principal benefits include:

- Control & tracking of customer mails
- Reduced agent training time
- Cost reduction
- Higher customer satisfaction
- Increased response speed to emails
- Scalability

About iDesk

Leading The Way in Customer Management and Self-Help Solutions

iDesk provides world class customer management and support solutions for contact centres and technology companies.

Using its understanding of customer interaction, technology and business processes, iDesk supports its clients in creating and enhancing profitable relationships. Through a highly flexible, modular approach that is easily integrated with existing systems, iDesk reduces costs and increases revenue potential.

Products include: technical support; consultancy; web-based support (email management, workflow, knowledge based self-help, electronic bill presentation and payment, web design) integration services; call centre facilities and managed services.

Customers include British Telecom, 3U Net, MCI WorldCom, AT&T, Barclays Bank, Natwest, Cable & Wireless, Tiscali.



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