



Help Desk Assessment



C3i's Help Desk Assessment examines your technology support environment and proposes a valuable, realistic course of action that improves your help desk's performance.

Ensure premium service from your dedicated help desk.

Your organization relies on the productivity and success of your mobile professionals. To help them succeed, it is critical that your sales and service people have the best technical support from your help desk team.

C3i's Help Desk Assessment is designed to improve your support operations if your company is:

- >> Using one internal help desk to support multiple functions – such as sales, marketing, finance and human resources, or
- >> Managing help desk resources staffed by outside vendors, or
- >> Outsourcing help desk support but is not receiving the highest quality service.

The C3i Help Desk Assessment is a comprehensive diagnostic review of your help desk support team. Conducted by a team of C3i help desk and process experts, the C3i Assessment reviews your organization's fundamental areas around people, processes and technology. It identifies problems and offers recommendations for improving service that adhere to the highest help desk standards.

By using C3i's Help Desk Assessment,
your company may reduce
its operational costs by up to 30 percent
while improving your overall customer satisfaction.

Help Desk Support Areas Covered

An Operational Assessment of Your People, Processes and Technology

<i>Areas Reviewed</i>	<i>Description</i>
Customer Satisfaction and Quality Assurance	C3i compares end-user satisfaction on key help desk measures against industry benchmarks, and advises you on ways to improve service measurements.
Standard Operating Procedures	C3i assesses call handling, incident resolution, call management and call tracking procedures.
Call Volume Forecasting and Staff Planning	C3i reviews the knowledgebase and certification status of your help desk, its call volume forecasts and basic staff planning.
Operational Reporting	C3i analyzes your operational and management reporting and compares them against “best processes” of other C3i clients.
Training and Skill Assessment	C3i reviews help desk curriculum and offers actionable ideas that can be done without significant investment.

For more information about C3i’s Help Desk Assessment, call us at 866.327.6234, send an email to sales@c3i-inc.com, or contact your C3i account executive.



C3i’s unrivaled technology and outsourcing services help organizations dramatically improve customer management effectiveness while lowering the total cost of deploying and supporting a CRM environment. Only C3i provides a complete portfolio of business consulting, systems implementation, technology training, help desk, performance optimization and workstation management services. By combining these end-to-end services in a seamless solution, C3i delivers the best-in-class CRM and business intelligence offerings for mobile professionals supporting global life sciences, medical products, financial services, consumer packaged goods and high tech organizations. C3i has global operations centers in the United States, India and Europe. For more information, please visit C3i’s website at www.c3i-inc.com.

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