Avoid 20 Questions with an IT Help Desk

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It's Friday afternoon. Your computer is frozen, so you decide to call the help desk number you got from your office manager. After a chain of number-punches, you finally get a person on the line. After giving them your details, you share your problem.

Support:

"Have you tried pressing the power button? Or unplugging the power cord and restarting?"

You:

"Yes. 10 Times."

Support:

"I am so sorry to hear this, let's walk through some other things that could be wrong."

You:

"OK, but I'm on a deadline…."

(5 minutes later)

Support:

"I think we need a closer look to resolve your issue. Could you send it in for one of our technicians to test it?"

You:

"It's out of warranty. Thanks, but I'll figure something out myself."

Support:

"After this call, you'll get a survey. Have I answered all your questions today?"

You:

<Click>

Your entire experience leaves you frustrated, insulted and stressed out, just like the last time, and the time before that. And worst of all, your computer still isn't working.

Before we discuss why your business needs an IT help desk, let's stay on the soapbox a little longer. Let's be honest - we all need to vent sometimes.

Third-party Help Desks Leave You Hanging

It's almost certain you or your colleagues have experienced a tech support call like this personally and professionally — and not just once.

Whether you operate a large corporation or run a small business, we all deal with IT help desks. Some know the tricks of the trade and repeat the word "agent" over and over until an automated system transfers them to a person. If they're lucky, they get the help they need, while others never even make it past punching in numbers and listening to jazz versions of '80s rock hits.

Experienced caller or not, we can all agree that maneuvering through third-party help desks sucks the life right out of you, and they almost always leave you hanging, or just hanging up.

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But it shouldn't be this way. Our team at KME Systems is about delivering solutions, not headaches, so read on to discover how empowering the right IT help desks can be.

IT Help Desks Increase Productivity and Save Money

You're in business to make money by creating products and selling services. So, unless you provide help desk support as a service, every moment you spend on a help desk call is time you aren't generating revenue.

When you hire an experienced technology company to provide IT help desk services, you can skip endless phone menus and the run-around and get real help quickly from a trained engineer. How refreshing for the person you call every time to know what they are talking about!

IT help desks are a central component of professional IT agencies and managed services, not an afterthought. When you hire KME Systems, you receive unlimited access to some of the brightest minds in the field.

We are available 24x7 to provide support and give you peace of mind. When your employees know someone always has their back, they can perform at their best and focus on generating sales and providing your clients with the results they deserve.

IT Help Desks Have Your Best Interests in Mind

While we love it when our clients give us good reviews, our help desk technicians aren't pressured to solicit high scores on bogus reviews after every call to keep their jobs.
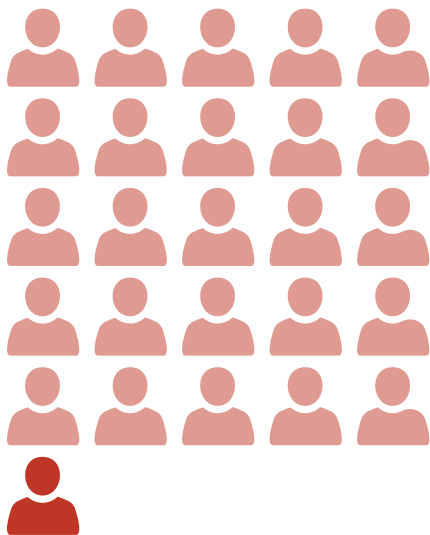
1 in 26 unhappy customers complain after bad experiences, so there's a reason things never get any better.

According to customer service strategist Esteban Kolsky, only 1 in 26 unhappy customers complain after bad experiences, so there's a reason things never get any better.

You hire us to help you, not frustrate your staff -- so our technicians always provide solutions with your best interests in mind. We work to solve whatever software or hardware problems you may experience; but we also view it as our job to keep you up-to-date with the latest IT solutions for your industry. Beyond help desk support, we are a full-service managed service provider (MSP), capable of handling all your company's IT needs.

Don't suffer through the game of 20 questions third-party support any longer. Our team at KME Systems is here for you, no matter the problem, day or night. Let's get to work.

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