



MANAGED AND CLOUD

Help Desk Support

When you sign up for Quest Support and Help Desk Service, you'll enjoy live, U.S.-managed, 24/7/365 technical support on software and hardware products from certified frontline-support technicians.

The Human Touch

Our friendly customer service team will use industry-leading internal processes to expertly troubleshoot your technical issues.

Quality Assured

Phone calls are randomly recorded and monitored by a trained quality assurance team.



Learn more about Quest's
Managed & Cloud services.

Help Desk

Benefit from a call answering service, troubleshooting, and call logging using a populated knowledge base to resolve the incident at first point of contact. We offer Windows and Apple workstation troubleshooting and triage, desktop peripheral hardware support, remote control to resolve issues, and password resets.

Key Quest Support and Help Desk Service Features

- Information Technology Infrastructure Library (ITIL) best practices
- Round-the-clock support by certified technicians
- Access to the eSupport portal for easy reporting
- Choice of multiple service offerings
- Customized, dedicated Automatic Call Distributor (ACD) phone line with an optional script
- Call-dispatch capabilities for on-site repairs
- 8 x 5 or 24/7/365 service levels available

Key Benefits of Help

Desk Services include:

- Freeing time for your internal resources to focus on core business and development projects
- Reducing operations costs
- Outsourcing help desk services, faster than building and staffing your own
- 24/7/365 service available
- Eliminating drain on your resources, staff, or infrastructure

We Can Assist with Multiple Call Types

Contact us for help with all kinds of topics, including Internet/network connectivity, password resets, peripheral support (such as printer issues), dispatch/call management services, answering services, desktop applications (including basic Microsoft Office Support), Apple Mac OS X, enabling Exchange ActiveSync on mobile devices, and custom/vertical/line-of-business applications.

Put Us to Work

Our Help Desk Service can be employed to complement your current staff during times of increased call volume, such as software rollouts and upgrades. Benefit from 24/7/365 technical support and an after-hours user interface, as well as answers to “how-to” and technical or error-resolution questions.

Measuring Success

We strive for excellence. Our solution center maintains the highest standard of service-level metrics, including first call resolution, average speed of answer, abandonment rate, and daily review and management of all measurements.

Trust Experience

Our experts respond to an average of 40,000 incidents per month. We have the experience to efficiently support our customers with many help desk clients, including numerous Fortune 500 customers.

[Schedule a Conversation](#)



How can we help?



www.questsys.com

1.800.326.4220

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TECHNOLOGY MANAGEMENT