

The AHT Help Desk is committed to providing 24/7/365 end-user support with the philosophy that predictable, repeatable workflow processes will lead to a distinct improvement in customer satisfaction levels. The analysts greet every caller quickly and professionally and they possess the appropriate customer service skills to make customers feel comfortable throughout the call. Our certified, highly experience Help Desk Technicians ensure you problems are resolved quickly so you can return to productive business.

Features and Benefits

Points or Unlimited Pricing Models

Our pricing model is designed to meet the needs of businesses with our without an in-house help desk. We match our pricing model to your business needs.

Domestic Call Center

Our call center is based out of New York and employs technicians that speak your language. Not only do we answer the phone quickly but you can explain your problem with confidence you're being understood.

ITIL Best Practices

ITIL standards identify best practices for Help Desks to follow. ITIL standards ensure we're top notch in staff, technology & processes. For your business this means we solve your problems quickly allowing you can return to profitable work in the shortest time possible.

24x7 Certified Technician Support

Our 65 person support team is available when you need us. With calls being answered 24x7 in less then 30 seconds you'll never wait for the help you need.

On-line Customer eSupport Portal

Our eSupport Portal gives you the tools to view your support issues and reporting on how well we're doing. Our detailed reporting also allows us to help you identify problem areas in your business.

Network Operation Center Integration

Combine the Help Desk with our NOC services and move from being reactive to proactive by allowing our NOC to ensure you're system is running smoothly.

Support Levels

Level 1

This level of help desk support provides call-answering service, troubleshooting and call-logging. The help desk uses a populated knowledge base while attempting to thoroughly resolve the incident at the initial contact. Level 1 support is generally focused on Desktop support

Level 2

We'll provide additional troubleshooting scripts while using a populated knowledge base and remote-control capabilities. If a call can't be resolved, a predefined call-escalation process will follow. Level 2 support is generally focused on resolving issues Level 1 support can't as well as server & network support.



Average speed of answer:

- 45 seconds
- 80 percent answered in less than 40 seconds.

Abandoned call rate

- The minimal expectation is that 94 percent of the calls will be answered
- Calls abandoned by the customer after less than 30 seconds will be excluded from the percentage.

First-call resolution rate

- 70 percent of first-calls will be resolved at initial contact point.
- This will be measured by the number of calls coming into the Ingram Micro Seismic Help Desk support line divided by number of problems logged.
- The first-call resolution percentage report is only available with second-level service with remote control capabilities.

