



# 24x7 Helpdesk

Outsource your support



With Helpdesk Support you get a single point of contact, recording all requests in our system to ensure prompt response. Our 24/7 help desk follows the lifecycle of each request, including recording, classifying and prioritizing, assigning tasks to ensure resolution, and attending to you through completion.

For clients looking to benefit from fast technical support our helpdesk covers everything from troubleshooting to tier 1, 2, and 3 support. At Dynamic Quest, we provide standard and customized helpdesk solutions based on your specific needs.

Receive support through a variety of communication channels.

- Telephone Support
- Email
- Web Based Features



> Responsive

## Is business interrupted when everyone pitches in to solve computer problems?

Focus on your business, while our Helpdesk works to resolve your problems through proper channels.

### Key Features

- > 24/7 Support
- > Knowledgeable, certified staff
- > Short resolution time
- > Complete ticket tracking and reporting
- > Web-based incident reporting

24/7 Helpdesk: 336.369.0251



DYNAMIC™  
QUEST

One Company.  
Multiple Solutions.