

Help Desk Overview

SeaGlass Technology, LLC

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SEAGLASS
— TECHNOLOGY —

Help Desk

The SeaGlass Technology Help Desk is designed to provide you with professional and courteous customer service, expert problem resolution and unparalleled peace of mind.

When your company Help Desk is powered by SeaGlass Technology, your employees can enjoy peace of mind knowing that our certified technicians can quickly and efficiently resolve even the most complex technical problems.

- **Your First Point of Contact with Our Team**
- **200+ Certified Technicians**
- **Located in Cranberry, PA**
- **Available 24x7x365**
- **Contact via Chat, Email and Phone**
- **Fully Integrated with Our NOC and Onsite Teams**

Included Support

- Microsoft and Apple Desktop OS
- Microsoft Office
- Email Applications and Web Browsers
- Thin Clients and VDI
- Hardware and Network Troubleshooting
- Printer Installation and Support
- Mobile Phones and Tablets
- User Administration
- File or Folder Permissions
- Password Resets
- Desktop Performance Problems
- Virus and Malware Infections
- And More!



Coverage Hours

We like to be flexible, so we've established several means for you to get in touch with our certified technicians when you need any help. However, for the fastest response we encourage you to contact us using chat.

Our technicians are available 24 hours a day, 365 days a year.



Contacting the Help Desk



Contact the Help Desk via Chat



Click on the chat button



Gets an answer

The Help Desk can be contacted via the chat tool on your desktop or menu bar.

Contact the Help Desk via Phone



Pick up phone



Dial the number



Wait to talk



Gets an answer

Our technicians can be reached via phone at 1-866-520-6414.

Contact the Help Desk via Email



Go to email



Try to explain issue clearly



Wait few hours/days



Gets an answer

Technicians can also be contacted via email:
HelpDesk@SeaGlassTechnology.com

Help Desk Workflow

- Your call goes directly into our Help Desk queue (most calls answered in < 30 seconds)
- We are staffed 24x7x365
- Once our team logs the issue in our system they will discuss the problem with you
- If needed, they will request to take control of your desktop
- Most issues take less than 20 minutes to resolve
- If the issue cannot be fixed remotely, it is escalated to our local onsite support team

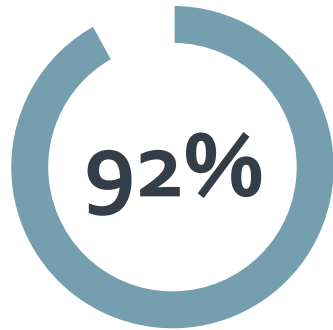


How to Use Help Desk Chat

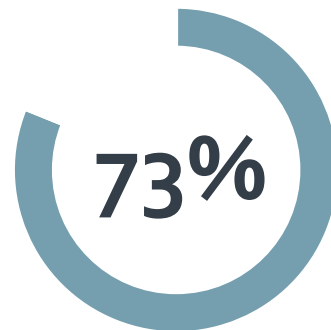


Why Chat?

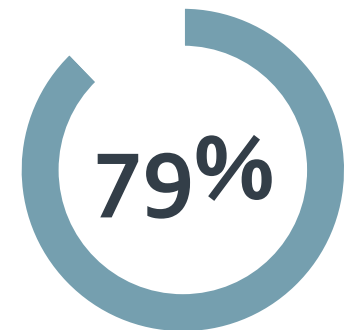
SIMPLE • EFFECTIVE • TIMELY



customers are satisfied
using live chat services
compared to other
modes of
communication



customers are satisfied
after using live chat



respondents in a
survey said they
preferred live chat
because they
received answers
quickly

1.

Launch Help Desk Chat Application

Click **Help Desk Chat "SGT"** shortcut on your desktop or menu bar to launch the application



2.

Complete Form to Initiate Chat

Enter your contact information and a brief description your issue. Then click **Initiate Chat** to open a chat window.



Help Desk Chat

i Submitting a request here will initiate a chat window with Help Desk Support.

w You will need to select "Run" to start the chat application after selecting "Initiate Chat".

First name *

Last name *

Email *

Phone *

Secondary phone

Description *

Remember my information.

I have already contacted Help Desk Support about this specific issue.

Initiate Chat

3.

Start Live Chat!

Begin typing to start your conversation with our Help Desk technician.



Other Services

- ❑ IT Strategy & Roadmap
- ❑ Onsite Support and Project Work
- ❑ 24x7x365 Network Operations Center
- ❑ Backup & Continuity Tools & Services
- ❑ Patch Management
- ❑ Security & Performance Tools & Services





Thank You!

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