

## Chrome :: Details :: Help Desk Support

Chrome Lite  
Chrome Active Chrome Managed

This module provides unlimited access to our in-house Help Desk Support Centre. Our dedicated Help Desk will provide instant technical support when you need it. You can use the Help Desk for major or minor incidents, including "How can I?" questions. All support calls are fully logged and you will be provided a call reference number for you information. You can request a Help Desk report once a month which details all support calls made.

Our Help Desk Support Centre will change the way you work. Are you looking for a platform to assist you in supporting your employees that is robust yet easy to use and manage? Dial Media Group offers a complete help desk support solution to improve your employee satisfaction, while remaining flexible.

- Enable ALL employees complete access to our Help Desk Support Centre or choose a single dedicated employee
- Use the DMG Lab to find existing solutions through a Self-Service Knowledge Base
- Proritise and manage all Help Desk work orders through simple reporting
- Keep track of your support calls through a Trouble Ticket System
- Evaluate opportunities for improving your employees IT skills through report analysisOur Help Desk can eliminate your need to work with multiple vendors and provide your employees the superior support they demand.