

Excellent customer service is critical to your company's success. But it's hard to keep customers happy when your third-party support provider has long hold times, low resolution rates, and offers no transparency or support for your staff.



HelpDesk provides a positive experience that your customers will be excited to share.



Stay in control of your subscribers' experience with our **customized web-based trouble ticket** and call reporting system.



Monitor **real-time stats** to quickly identify and resolve widespread issues.



Choose between **24x7 support**, after-hours/overflow, or customized hours to better supplement your team.



Expert technicians take time to educate subscribers, which will **drive down call volumes** as subscribers gain knowledge and confidence.



Achieve **higher resolution rates** from qualified, non-scripted, US-based technicians who serve as an extension of your team.



Give your subscribers reliable technical support for Broadband (Fiber, Wireless, DSL, Cable), Video (IPTV, CATV), and Voice (VoIP, POTS).

Don't pay third-party support to just answer phones and escalate tickets. HelpDesk experts resolve issues, educate customers, and drive down call volume—all on a platform customized for your business.

The result? A seamless customer service experience that feels local.



Get people in the community talking about their customer experience for all the right reasons.

Contact us to
learn more

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