Improving Technical Support Service to Meet Growing IT Needs

by Jenifer Sahn

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Your computer is not working properly and you are at your wit's end. Today the situation has come to such that we fail to sustain even a small problem in the technologies that run our lives. Today we see businesses completely being dependent on IT for their regular operations. Absolute dependence on technology has led us to rely heavily on support services to deal with any kind of hitch that may be encountered in the system. Needless to say that technical support service assumes grave importance in such scenario. Many tech companies provide help desk services to attend to customer queries and fix the problem.

Getting technical account manager for providing technical support service

Mostly these services tend to concentrate on fist call closure and in case the problem is not resolved then the issue is escalated to the second and third level support. But on the event of the issue being unresolved in spite of all these the support team must pass on the query to external vendor technical contacts for tendering fast and satisfactory solution. In order to include third-party vendor support you need to appoint a technical account manager or TAM. The technical account manager will be responsible for properly directing internal admin to the right technical resource provided by the vendor. Such kind of account managers almost always form part of companies' technical support services team. However, using a TAM may lead to increase in resolution time. While the account manager engages in the process of connecting customer with help desk services team and support managers, valuable time runs out and since most of the support services operate with limited time, getting a TAM might not be the best option.

Alternatively many companies adopt ways to connect the customers directly to their technical operations center that operate round the clock and offer response immediately, thereby eliminating the requirement of going through a technical account manager. This process is quicker and it also facilitates warm hand-off, thereby enhancing overall customer service experience.

Employing expert personnel as part of technical support service team

The best way to proffer technical support service is to bring top order programmers, developers and managers on the team and have them on call whenever help desk services need them. This might be an expensive affair, but it guarantees best service and if you experience a serious and complicated issue they will prove to be quite helpful. Finally you can always negotiate contracts to restrict the cost of hiring of highly skilled teams.

It is important to keep appending external vendor expertise to your team regularly in order to improve the quality of technical support service(http://www.intelinetsystems.com/All_inclusive_IT.aspx). The essential part is to address increasing number of customer demand efficiently through quick and fitting responses. IT is the lifeblood of the modern business setting. With every enterprise having so much riding on IT, optimal technical support service needs to be just a call away. Building a fine technical support service grid using right resources and technology is the key to meet unlimited customer expectations.

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Jenifer Sahn - About Author:
Jenifer Sahn, Expert in writing articles based on services like Data center Texas, Data Recovery Texas, network backup software,a technical support services, file recovery utility, online remote support, online storage service a continuous data protection softwareand remote backup solution.

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