

# Help Desk Services



The use of technology is at the heart of today's business operations. Business end users need their computer or online experience to be available and workable throughout their workday. Common issues can hamstring business users' workflow. Easy to reach help desk user support is vital to keep productivity high.

The Henne Group provides Help Desk Services that provide a range of common Tier-One tech support needs for organizations. Our Help Desk Services is your "first line of defense" for technical difficulties: we can solve issues directly or escalate to higher IT support tiers.

Our US based team supports customers in real-time, using clear communications and expert advice. Our Help Desk agents engages end-customers with a helpful attitude to make their experience as brief, pleasant, and successful as possible.

Help Desk Services include common end-user problems/needs including



Basic Support and Troubleshooting



Break/Fix Instructions



Configurations



Ticket Routing



Browser Compatibility



Password Reset



Clearing Browser Cache



Username Confirmation/changes



Site and Account Access



Escalations

Our team can respond to all manner of questions that impact the user experience or success of their online engagement.

The Help Desk teams at The Henne Group are experienced staff with a range of in-depth skills in technical and customer support. Our training process ensures that our tech support employees demonstrate quality customer interaction along with their technical skills.

