



HELP DESK SERVICES

Professional Agents Will Answer Your Line And Through a series of decision trees will answer your caller's questions.

How It Works

Your telephone is call forwarded to one of our local or toll free numbers. A professional and well-trained telephone Agent will answer your line and greet your caller. They will ask the questions you require to get the information you need. Your message will be delivered to you or held for your pick-up.

Features

Agents use the most modern and up-to-date equipment to handle your calls.

All messages are typed into our computers, eliminating unreadable messages.

We can handle multiple, simultaneous calls.

Available 24 hours a day, 7 days a week.

No equipment to purchase or maintain.

Customized to your needs.

Pick-up your messages from our unique process called Express Message Retrieval.

Have your messages faxed, paged or e-mailed.

We can pop your web page on our Agent screens when receiving a call for you.

We are Web Enabled and can enhance your web page with live interaction.

The call is given a computer generated time and date stamp.

Weekly or monthly printouts of all activity can be e-mailed or faxed for permanent storage.

Benefits

Gives your callers the comfort of knowing a person, not a machine, will help them.

Our staff of telephone Agents can ask the appropriate questions to get the information you need.

Our Agents react to your callers on a personal level.

Provides a personal approach in dealing with customers and callers after hours.

Answering your telephone during business hours, frees your staff for other more important work.

You can save the expense of hiring and training additional personnel.

Gives small businesses a larger, more professional image.

We bill by the minute which ensures that you only pay for the time you use.

Ideal for medical practitioners, service companies, sales organizations or anyone who needs their phone answered promptly, politely and professionally.

Service Rates

Ask for a quotation based on your specific needs and anticipated call volume. We have rate plans for all size budgets and situations.

Act Now

For more information on how Help Desk Services can help you, call **800-937-5996** or visit us at **www.mmc-net.com**