



# SINGLE POINT SERVICE DESK

@ C-DOT WHERE EVERY DOT SERVES ON DOT

For IT, Service Desk it is a single point of contact for all your service requests and other technology issues. C-Dot provides helpdesk, asset management & vendor management along with a focused approach for integrating business processes into the IT service management infrastructure. Governed by ITIL standards, our processes are automated through various workflows. We provide an interface for other functions in IT services continuity management like maintenance contracts, software licenses, service level management, availability management and financial management. Through this we manage your resources to drive the business towards growth.



## OUR SERVICE

- 1 Set up a help desk (single Point of Contact) for IT users
- 2 Implement leading help desk technologies
- 3 Run onsite and remote help desk to support desktop and server issues
- 4 Create and maintain a knowledge base for help desk users
- 5 Support users on desktop applications and office productivity tools
- 6 End user telephone support
- 7 Electronic support – (email support)
- 8 Effective problem diagnosis and resolution
- 9 Help desk assessment consulting
- 10 End user satisfaction monitoring and web-accessible report



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