

Help Desk Support. Whenever. Wherever.

As mobility becomes more sophisticated, end user expectations look more like that of a consumer. User support has become more complex, tedious and mission critical. Most users just expect mobile to work. Most IT organizations are not equipped to provide the level of expected user support around the clock. With Vox Assist, you can pass the burden on to us. Our 24/7 global, technical support provides the best user experience in the industry with a 98% first-contact resolution rate.

We support mobile apps, carrier issues, usage questions, device failures, policy compliance and more. Backed by our Encompass technology platform, our highly trained support team is armed with the insights at the point-of-action in order to solve problems fast – typically on the first call. Our team can help your mobile workforce no matter the device, software or mobile platform. This level of capability and responsiveness ensures user connectivity and keeps productivity going.

Vox Assist

Key Capabilities:

- 24/7 service from a highly-experienced team
- Toll-free number with your help desk structure
- Ongoing technical support and escalation process
- Compliance with company’s policies/guidance
- Staff trained on up-to-date mobility solutions
- Reliable and flexible cross-carrier support
- Timely reports on quality and service level agreements



Continues on next page

Few IT departments can provide any device, any carrier, anywhere, anytime user support.

When it comes to supporting mobile employees, standardization is a concept of the past. That leaves most IT departments at a crossroads on how to ensure they have the resources, time and talent to keep up with the knowledge and requirement to keep mobile users up and productive. That is why organizations, both large and small, turn to Vox Mobile to leverage our Vox Assist services to ensure their users are in good hands anytime, anywhere.

CUSTOMER PAIN POINTS
<p>How do I track the ongoing issues my end users are having with our mobile technology?</p> <p>One of Vox Mobile's core objectives is to provide your organization with insight at the point of action. Powered by the Encompass platform, Vox Mobile provides you with the insight as to why your users are calling, how this compares with our averages and what we need to do to drive down this volume.</p>
<p>We need to be able to support a wide variety of mobile devices and platforms (iOS, Android, BlackBerry, Windows)</p> <p>Vox Mobile is focused solely on mobility: it is all we do. New devices and versions are released continually. Our laser-focus allows us to keep our teams continually educated on these changes as, and before, they are publically released.</p>
<p>We need to improve mobile user satisfaction</p> <p>Vox Mobile leads the industry in Managed Mobility Service Net Promoter Scores. Our service delivery teams use these scores to rate our individual support agents, management team, and your end user satisfaction. A detractor elicits immediate triggers within our systems which enable us to contact the user and ensure they receive a satisfactory experience.</p>

The Vox Assist Process

Vox Assist gives mobile users an immediate point of contact to respond to their support needs and you'll have insights which identify areas for improving mobile applications, demand trends and more.



Call for a consultation or further information
 800.536.9030 • www.voxmobile.com