

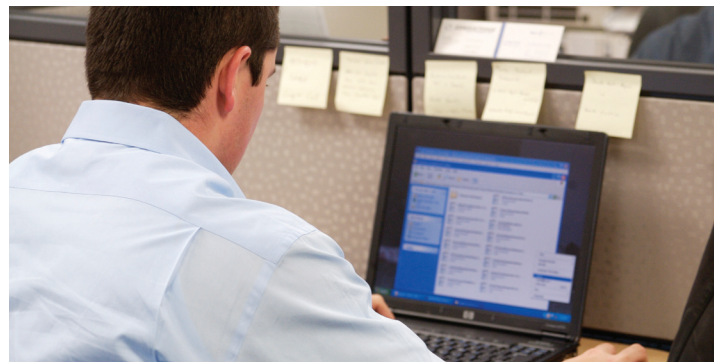
YOUR FRONT-LINE RESOURCE FOR SYSTEM PERFORMANCE

Consultedge's Help Desk gives you direct access to our Technical Support Team to answer questions, troubleshoot problems, resolve issues, and support the long-term performance of your business communications system. Calling patterns captured by the Help Desk provide managers with actionable business information based on factors such as call frequency and types of support requests. At the same time, this information gives us a deeper understanding of your support patterns, enabling us to target and respond to your evolving support requirements.

There are many services that promise to deliver help desk support. What distinguishes Consultedge's Help Desk is the expertise of our Technical Support Team and Consultedge's proven commitment to customer service. Our Help Desk offering is well-defined and encompasses a full range of support functions that respond to the needs of our clients.

Services included in our Help Desk include the following:

- **General Inquiries and Support:** When questions arise, our Help Desk is a fast, easily accessible resource for your IT staff, end-users, and business managers. We provide you with direct answers and access via a secure website to our extensive knowledge resources, troubleshooting guides, user reference materials, training resources, and Frequently Asked Questions (FAQs). Our Help Desk team will assist you with "command-level configuration" administrative programming support and management of system resources.
- **Move, Add, Change (MAC):** Routine programming services included in our Help Desk services address many common administrative issues, freeing your staff for other duties and giving you the support you need *when you need it*. MAC and programming requests can include emergency override lists, adding or deleting users, password resets, backup/archival routines, system reports and capacity planning, extension changes, and call restriction programming.
- **Incident Management/Time Reporting:** The Consultedge Incident Management and Time Reporting features provide value-added data for your program supervisors to manage company resources, training, and personnel. All contact points, escalations, and troubleshooting efforts are logged against the service request, capturing date, time, and all specific details of the issue resolution.



The Business Value of Help Desk

Consultedge's Help Desk improves the return on your communications investment, adds expertise and experience to your resource base, and minimizes the need for in-house staff devoted to system maintenance and routine management. It assures the consistent performance and availability of a voice and data communications system that supports your customers, employees, remote workers, and vendors. Consultedge's unequalled expertise, experience, and resolution management tools provide you with a Help Desk that optimizes your communications investment, supports your operational efficiency, and protects your bottom line.

What distinguishes Consultedge's Help Desk is the expertise of our Technical Support Team and Consultedge's proven commitment to customer service.

The Help Desk Service Offering

Consultedge's Help Desk services are designed to meet the needs of our clients for remote technical support coverage and assistance. The Consultedge Help Desk is an incident-based offer that provides a contracted allowance of support inquiries per month. Regardless of the time needed to resolve a request, clients receive Help Desk assistance for matters such as general support inquiries, routine MAC requests, and basic programming changes, all under a fixed-cost model providing you immediate support and budget predictability.

- Hours of coverage: 8:00 a.m. to 8:00 p.m. EST (Out-of-coverage hours and holidays are billable.)

- Response Time: Voicemail and/or email response within two hours of initial client contact

- Remote Diagnostics: Included

- Remote Access: Included

- General Support Inquiries (FAQs): Included

- Remote Technical Support: Included

- On-site Technical Support: Billable by time and materials

- Carrier Triage: 15-minute allotment included

- Carrier Issue Resolution: Billable by time and materials

- Consultedge Knowledge Base: Included

- Multichannel Access (Web, phone/voicemail, email): Included

- Incident Management and Time Tracking: Included

