

After Hours Service Desk

When Help Won't Wait

Mutare's After Hours Service Desk assures quick and appropriate response to customer support request calls even if the primary service line is left unattended. With Mutare's After Hours solution, your customers will never be left waiting.

Overview

Mutare's After Hours Service Desk application continuously monitors selected service mailboxes for new messages. Should the service line be unattended or unavailable at any time, the system directs callers to leave a message. The application immediately sends an SMS "message waiting" text alert of to the mobile device of the on-call agent or agents. At the same time, it takes a copy of the audio recording, sends it through Mutare's giSTT Audio Speech to Text processing and, within minutes, also delivers the message as an email with audio file attached and transcribed text in the body of the email. From any browser, the attending agent can immediately see who called and the reason/level of importance for the call and so is better able

to respond appropriately. And, because the transcribed message already contains the time, date, customer ID and details about the issue, the agent can simply file or append it to the customer record for future reference, just like email.

Benefits

- Substantial cost savings and increased productivity through better utilization of staff time.
- Reduces the need for 24-hour service line staffing
- Speeds responsiveness to voice messages - no need to dial in and caller ID/ message details are immediately visible in text form
- Messages easily filed as part of customer records



Requirements

- Requires a single midrange Windows 2003/08 application server
- Requires remote access to the server for installation and support.



"This is Victoria . . . Our servers are down."



After Hour Service Desk copies, converts to text and delivers customer support call messages to on-call agent's email or mobile device.



Unify, Notify, Simplify

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