

# YOUR HELPDESK AGENT 2016

BRINGING 25 YEARS OF HELPDESK SUPPORT  
TO YOU!!

[www.myhelpdeskagent.com](http://www.myhelpdeskagent.com)  
[support@myhelpdeskagent.com](mailto:support@myhelpdeskagent.com)  
(615) 988-1156 opt 4

# WHAT WE HEAR




**“JMIS”**

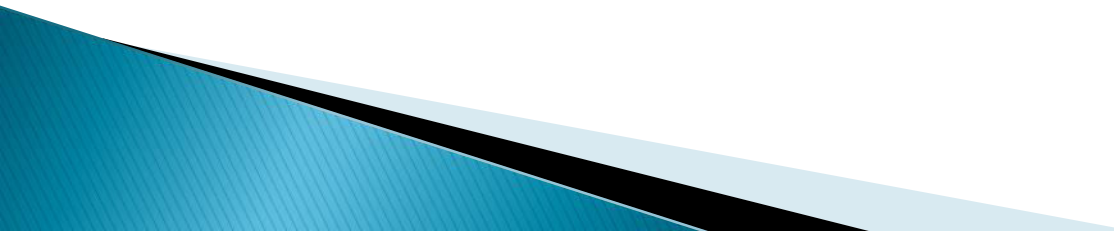
**JUST MAKE IT SIMPLE!!**



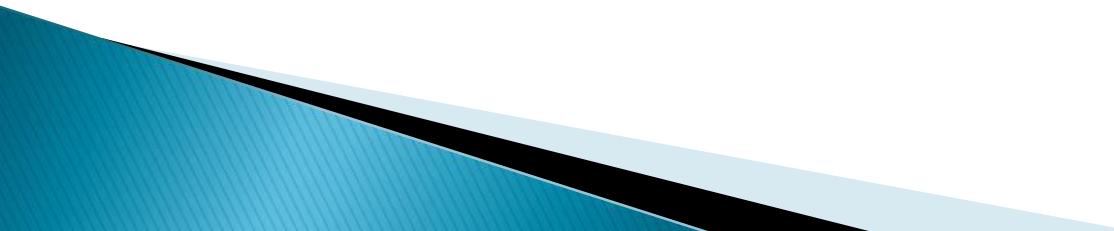
# My Help Desk Agent Services

- ▶ PC/MAC ISSUES
  - ▶ SMART PHONE ISSUES
  - ▶ TABLET ISSUES
  - ▶ LAPTOP/DESKTOP RECOMMENDATIONS
  - ▶ SMARTPHONE/TABLET RECOMMENDATIONS
  - ▶ SOHO SETUP/CONSULTING
  - ▶ PREFERED APPLICATION ISSUES
  - ▶ AGENT WEBSITES
  - ▶ SEO SEARCH ENGINE OPTIMIZATION
  - ▶ Custom CRM Customer Relationship Management.
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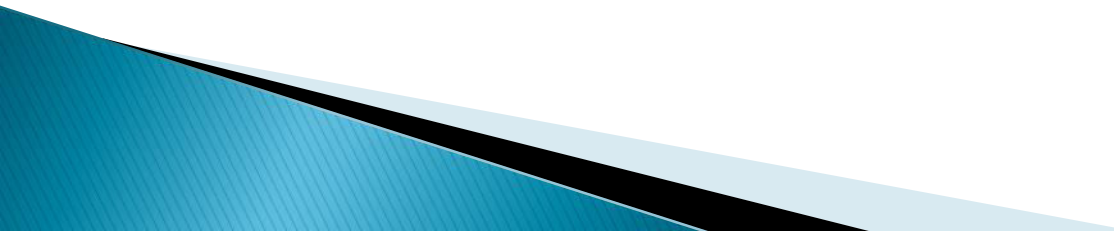
# Computer Services

- ▶ PC/MAC ISSUES
  - ▶ SMART PHONE ISSUES
  - ▶ TABLET ISSUES
  - ▶ LAPTOP/DESKTOP RECOMMENDATIONS
  - ▶ SMARTPHONE/TABLET RECOMMENDATIONS
  - ▶ SOHO SETUP/CONSULTING
  - ▶ MICROSOFT WINDOWS UPDATES
  - ▶ PREFERED APPLICATION ISSUES
  - ▶ Computer Hard drive Encryption
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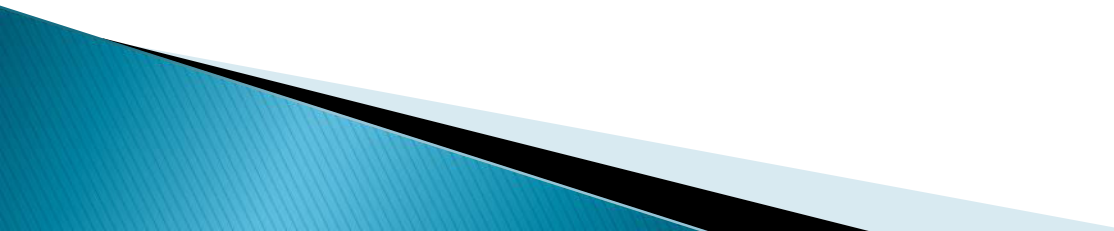
# Agent Website Services

- ▶ Custom three page Agent Websites  
Consist if Home, Solutions and Contact page
  - ▶ Home Displays Headshot, Bio and side widgets.
  - ▶ Solutions Displays Products and brief description.
  - ▶ “SEO” Search Engine Optimization on each page.
  - ▶ Keyword phrase blast to GOOGLE, BING, MSN and YAHOO
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# Custom CRM Services

- ▶ Custom CRM solution tailored to your needs.
  - ▶ Lead and Contact uploads.(Limited to three CSV files).
  - ▶ One Click convert leads to contacts.
  - ▶ Integrated Mail manager.
  - ▶ Integrated Outlook and Google sync capabilities.
  - ▶ Unlimited custom detailed reporting.
  - ▶ “SIFI” Set It And Forget It email campaigns.
  - ▶ Custom Click to Call features.
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# FIVE WAYS TO GET HELP

- ▶ Web Ticket 24/7
  - ▶ Email Ticket 24/7
  - ▶ Online Chat 8am –6pm EST
  - ▶ Voice Mail 24/7
  - ▶ Call MHDA (615)988–1156 OPT 4  
8am –6pm EST
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# LEVELS OF SUPPPORT

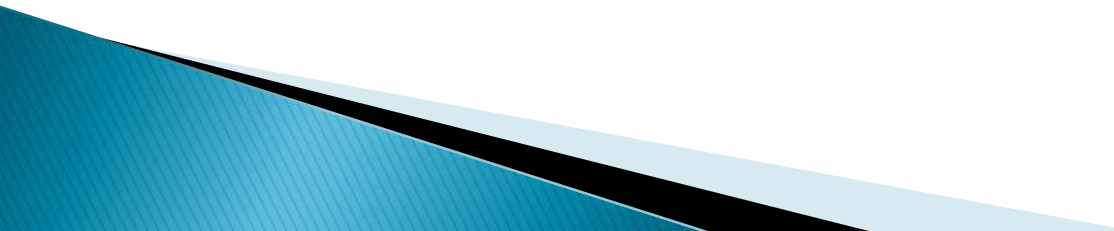
- ▶ Silver
  - ▶ Gold
  - ▶ Platinum
  - ▶ Per Call
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# Pricing

Help Desk ONE TIME SETUP FEE \$40.00

Agent Website ONE TIME SETUP FEE \$40.00

Agent CRM ONE TIME SETUP FEE \$150.00

- ▶ Silver Level Support \$34.00 Per Month
  - ▶ Gold Level Support \$46.00 Per Month
  - ▶ Platinum Level Support \$58.00 Per Month
  - ▶ Per Call Support \$60.00 Per CALL
  - ▶ Agent Website \$100.00 Per year
  - ▶ Agent CRM \$45.00 Per Month
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# WHAT IS COVERED

Silver	Gold	Platinum	Per Call
SLA 8 Business hour contact	SLA 6 Business hour contact	SLA 4 Business hour contact	SLA 12 Business hour contact
Browser Pop-ups	Browser Pop-ups/hijacks	Browser Pop-ups/Hijacks/reinstalls	Browser Pop-ups
Workstation connectivity issues	Workstation connectivity issues	Workstation connectivity issues	Workstation connectivity issues
	User administration	User administration	User administration
Password problems	Password problems	Password problems	Password problems
Application support	Application support	Application support	Application support
	Mobile device connectivity/Reinstall	Mobile device connectivity/Reinstall	
Printing problems	Printing problems	Printer setup/configure/support	Printing problems
Remote Diagnostics and Repair	Remote Diagnostics and Repair	Remote Diagnostics and Repair	Remote Diagnostics and Repair
	SOHO Consulting	SOHO Consulting/Training	
Internet Connectivity Support	Internet Connectivity Support	Internet Connectivity Support	Internet Connectivity Support
Website Navigational Assistance	Website Navigational Assistance	Website Navigational Assistance	Website Navigational Assistance
Managed Product Information and Support	Managed Product Information and Support	Managed Product Information and Support	Managed Product Information and Support
	Installation, Setup and Repair	Installation, Setup and Repair	
	Training for Software, Hardware and Internet	Training for Software, Hardware and Internet	
Troubleshooting	Troubleshooting	Troubleshooting	Troubleshooting
Diagnostics	Diagnostics	Diagnostics	Diagnostics
Virus and Malware removal	Virus and Malware removal	Virus and Malware removal	Virus and Malware removal
Computer Tune-Ups	Computer Tune-Ups	Computer Tune-Ups	Computer Tune-Ups
Maintenance	Maintenance	Maintenance	Maintenance
	Customer Care	Customer Care	
Crisis Resolution	Crisis Resolution	Crisis Resolution	Crisis Resolution
Hardware and Software recommendations	Hardware and Software recommendations	Hardware and Software recommendations	Hardware and Software recommendations

# ENROLLMENT DATES

- ▶ **Helpdesk Support** 06/16/15
- ▶ **Agent's Websites** 06/18/15
- ▶ **Agent's CRM** 09/01/15

<http://myhelpdeskagent.com/support-levels>

Place a call to our Helpdesk at (615)-988-1156 Opt 4

Please email us at [support@myhelpdeskagent.com](mailto:support@myhelpdeskagent.com)



# THANK YOU

- ▶ WE LOOK FORWARD TO SERVING YOU
  - ▶ MY HELP DESK AGENT
    - ▶ (615) 615-988-1156 Opt 4
    - ▶ [support@myhelpdeskagent.com](mailto:support@myhelpdeskagent.com)
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