

Managed Services

- IT as a Service
- Security as a Service
- Cloud Service

IT as a Service

Crystal Care Help Desk Services

Help Desk

FREQUENTLY ASKED QUESTIONS

Pre-Sales

What is the definition of Level I service?

This level of help-desk support provides call-answering service, troubleshooting and call-logging. The help desk utilizes a populated knowledge base to resolve the incident at the initial contact.

Level I: End User Desktop Helpdesk*:

- 24 x 7 x 365 Help Desk
- Workstation troubleshooting and triage
- Support for Windows based desktops and supported applications (per list)
- Support for custom/vertical applications if support documentation is provided
- Network/Internet connectivity issues
- Desktop peripheral hardware (non-hardware issues)
- Printers, Keyboards, Monitors, Mouse, Barcode readers, etc



- Use of Remote Control to resolve issues
- Basic “how to” questions
- Escalation
- Includes access to ePortal for real time reporting
- Output to ticketing system, e.g. Autotask
- Connectivity, POS, OS, Remote Access, Peripherals, Spyware, Anti Virus, after hours answering service

*Microsoft Windows and Apple workstations only

How is Level II service different?

Level II support involves connection to a server for resolution. Additional troubleshooting scripts enhance the service while a populated knowledge base and remote access allows for troubleshooting of issues that reside within the core infrastructure. If a call can't be resolved, a predefined call-escalation process will begin.

Level II : End User Desktop/Server Helpdesk

- Includes all support features of Level I End User Desktop Helpdesk
- Server based password resets
- User add, moves, changes in Active Directory
- Remote access and proper authentication and level of access must be provided to help desk.
- User Administration of MS Exchange or hosted e-mail applications



- List of supported applications will be documented during on boarding process
- Firewall troubleshooting (with documentation)
- Server diagnostic and troubleshooting (OS Only)
- The help desk will troubleshoot server operating system problems, document and recommend changes/patches to VAR.
- Citrix server support (user session shadowing/cancelling)

Does the Help Desk remotely monitor the end users' networks?

No. The the CrystalAlert product does this.

What's so unique about the Crystal Help Desk? It provides an affordable, scalable, technical call center that enables resellers to lower operating expenses while providing their customers with quality technical support. Calls are routed to the appropriate skilled analyst through a Cisco Systems IPCC Express ACD phone system.

Documented workflow processes lead to distinct improvement in customer satisfaction levels and consistency of service delivery. Crystal Help Desk representatives greet each customer in a timely and professional manner; they possess the appropriate customer service skills to make the customer feel comfortable throughout the call. We leverage more than 20 years of experience to provide efficient and professional support. Our best practices support work environments as small as 5 end users and as large as 20,000 end users.

What languages are supported by the Crystal Help Desk? Crystal Help Desk supports English 24/7; French support is available during normal business hours.



How are Help Desk Services sold?

Crystal Help Desk services are sold in two ways. Choose from the following:

Points are purchased on a per-end-customer basis, which means a VAR buys points and assigns them to a single end-user-company.

Unlimited Desktop support is unlimited calls per user, per year on software and hardware products that comprise a desktop, PC or laptop.

What happens to the balance of points at the end of a contract period? Points are valid for one year from time of reseller purchase from Crystal. If more points are purchased prior to total point expiration, any remaining points will be rolled over into the new contract.

Is it possible to engage the Crystal Help Desk in a trial mode? If not, what is the minimum cost-of-entry to perform a pilot project using the service?

There is no trial model. The minimum cost would be a \$200 setup fee plus a 200-point package costing \$625. If cancelled within the first 30 days, a full refund will be issued.

Is the Help Desk domestic? Yes. All analysts are located in our Solution Center in Amherst, NY.

Where is the Help Desk located? The Crystal Help Desk is located in Amherst, NY which is a suburb of Buffalo, NY. It is approximately 12 miles from Ingram's East coast office.



Is there a list of reference accounts available? Yes – References will be provided upon request. You can request them from your Crystal services representative.

Are Mac's supported, and are standard Mac applications supported? Level 1 Support

- OS X Core
- Custom applications with support documentation supplied by VAR
- Internet/Network Connectivity
- Desktop peripheral hardware (non-hardware issues)
- Printers
- Keyboards
- Monitors
- Mouse
- Barcode readers, et

What about any leave behind paperwork/literature for face to face meetings
Yes. You can request it from your Crystal services representative.

What are the real savings for Help Desk support outsourced through vs. in house? In order to provide 24x7 support, a minimum of 6 full time analysts, a phone system with ACD capabilities and a robust ticketing system are required. We have invested over 2 million dollars in our solution center.



Are there any security answers/policies already in place? All analysts go thru a screening process that includes a background check and drug test

How many analysts are in the help desk? There are approximately 66 Full time analysts.

What certifications are held by analyst in the Help Desk? The analyst and operation management team carry a variety of certifications. A few are listed below:

HDI Help Desk Manager Certification

STI Call Center Manager Certification

ITIL Best Practices

A+ Certified Professionals

Network + Certified Professionals

Security + Certified Professionals

Microsoft Certified Professionals

Cisco Certified Professionals

Novell Certified Professionals

Citrix Certified Professionals

What Hand-held/Mobile device platforms does the Help Desk support?

Blackberry, Palm Treo, and Windows Mobile devices are currently supported.



Are the Help Desk calls recorded? A large number of calls are recorded each day for training and quality assurance purposes. If a call is recorded and the VAR request it be e-mailed to resolve a customer service issue, it can be requested and e-mailed to the VAR. Calls are archived for research and training purposes.

What type of training is provided for new analyst? Our analysts undergo a thorough orientation and new hire training program that acquaints them to our work flows, customer contact standards, ticketing system, knowledge base, and general policies and procedures. All new hires also go through a “nesting period” that is a highly supervised environment where they receive coaching and feedback on their performance.

What type of Business Continuity / Disaster Recovery plan does the Help Desk have in place?

The Help Desk has a Business Continuity plan in place that was designed in line with ITIL best practices. The plan is tested twice a year to satisfy audit requirements. Some of the highlights of the plan include:

- Natural Gas Generators for both Data Centers

- Multiple Tier 1 ISP connections

- Fully redundant VoIP system.

- Full DR location in Rochester NY (About 90 miles away from primary facility)

- Using VPN – the analyst are able to field calls from home incase of a weather event

On-Boarding

Is a site audit required before Crystal Help Desk services can start?



No. However, if the opportunity is large and the environment complex, an onsite visit to collect the knowledge base material and set up the support model might be needed. Keep in mind, that the Help Desk functions best when it is viewed as an extension of the customer's internal organization. We rely on the customer to provide the necessary information to deliver seamless, best in class support.

What is involved in the On-Boarding process? Once Crystal receives the Purchase Order, a representative will reach out to the customer to schedule the kick off call. This call will be held to review the Help Desk Capture form and ensure the Help Desk has the information required to support the users. During the call, a go live date will be identified and agreed to. Just prior to this date, the customer will receive a Start-Up Notification that will include the credentials for the e-portal, Help desk escalation contacts, as well as the phone number the users should call for support.

Who should attend the Kick Off call? The person that is most familiar with the account from a support perspective as well as someone who can define escalation procedures.

What does the Setup fee cover? - Setup of End User information in our call tracking system.

- Completion of Help Desk kick-off call to gather required information to provide support.
- Creation of mView screen. (used to log calls)
- Setup of ePortal account.
- Creation of Knowledge base to store information captured to provide support.
- Training of Analyst that will be fielding calls.



Service Delivery

How many analysts will be assigned to support my customers? The number of analyst will depend on the call volume.

What SLA's are in place for the Help Desk? Crystal Help Desk will strive to perform Services with the following levels:

Average Speed of Answer: 45 seconds, 70% of the calls answered in less than 30 seconds.

Abandonment: 94% of the calls answered, calls abandon under 30 seconds will be excluded from the matrix.

1st Call Resolution: 80% of the initial calls will be resolved at first point of contact. First call resolution reflects application of standard Technical troubleshooting to diagnose, repair, and verify resumption of normal operation. Out of scope calls, calls requiring additional unsupplied access or documentation or calls requiring on site support will be considered "resolved" pending successful escalation as per on boarding documentation. Calls escalated internally from Tier I to Tier II will still be considered part of the same contact.

Does the Crystal Help Desk guarantee resolution of technical issues?

Due to the nature of our role, resolution guarantees are not possible in all cases – some issues require on site support. However, the technicians are highly trained and dedicated to providing their best effort. We strive to maintain a First Call resolution rate of 70%. Non-resolved calls are escalated following a custom, predefined escalation path.



How are calls escalated? During the on-boarding process, a clearly defined escalation path will be constructed. Multiple escalation paths can be defined as necessary for both business and non-business/ after-hours escalations.

Can the Crystal Help Desk support custom applications or products not on the supported list?

Yes. Level I service can be applied, if support information such as FAQ's, and escalation phone numbers are provided in advance and reviewed during the on board period.

How does a customer open a service call? During the on-boarding process, all pertinent information is entered into the Crystal Help Desk knowledge base. Once the service is activated, your customer can call the Crystal Help Desk's toll-free number to open a service call. The help desk will open a call, provide a ticket number for each incident (for tracking purposes) and begin working on the problem.

What are the Help Desk hours of operation? There are two options: 8 a.m. to 8 p.m. Monday through Friday or 24 x 7 x 365.

How is the phone answered?

This depends on the service purchased. There is a generic help desk greeting, a Crystal-specific toll-free greeting or a customer-specific toll-free greeting.

Which products, exactly, does desktop support cover? Eligible hardware products are listed in the supported product list on the Crystal Help Desk web



site. Eligible software products are the current version, and the two versions immediately preceding the current version. Crystal reserves the right to make changes to the supported product list without notice at Crystal's sole discretion.

Custom hardware and software can be supported provided the sufficient support documentation is provided in advance and in an on going manner.

How is the point value of a call determined?

Support packages are available in point packages of 200, 500, 1000, 5,000, and 15,000. Each level of support is assigned a point value for ex: The last level of support is the point value that is assigned.

- Call answering and routing – 5 pts
- Desktop applications – 8 pts
- Network connectivity – 10 pts
- Password resets – 12pts
- Desktop OS – 14 pts

If it takes more than one call to resolve a problem, is that considered a single incident or is each call counted until there is a final resolution? Only one issue or question may be handled per help-desk request. If the user is required to call back for the same issue, it will be deemed a separate incident and the points charged.

If a call begins in Level I and is escalated to Level II, are points charged for Level I plus Level II, or only for Level II?

The charge is based on which level it ends. If a call starts at Level I and ends up transitioning to Level II, the client will be charged for a Level II call.



Will the Crystal Help Desk go on-site to make repairs? No. All help desk support is by phone. Dispatch services utilizing the IMSN network can be arranged.

Does the Crystal Help Desk use remote remediation techniques as part of the standard process?

Yes. As long as the end user has broadband access and grants permission for dial-in and remote control, remediation techniques will be applied.

What Remote Control solution does the help desk use? - A custom VNC remote connectivity application, which is referred to in-house as BDG, relies on open source VNC code for connectivity that has been engineered to connect via port 80 (the standard HTTP port) to an end user's PC. It relies on Open SSH encryption and leaves no trace or "footprint" on the end user's device once a connection has been terminated. The end user also has the option to terminate the connection at any time and a new connection cannot be made without pre-approval. The process starts with the technician instructing the customer to download and run a file named file.exe. This is a self extracting file that initiates an outbound VNC connection to a Synergy server. The technician can then use a website to get a list of customers connected in to the server, choose a customer from the list, and complete the VNC connection to the server.

Can users request support via e-mail

E-mail submission for ticket creation our support requests are currently in development. We anticipate the release of an e-mail based interface in the near future.



Does the Help Desk support the use of web based forms for users to request support?

Help Desk uses a web interface for submitting requests / opening tickets.

Does the help desk support instant messaging to support end users?

Instant messaging interface for questions or requests is not currently supported. However our development team is working on a solution and we plan to add this to our offering.

Will the help desk log in to the Customer's existing ticketing system to open tickets?

Our preference is to use our in-house ticketing system to retain continuity of service delivery and have a single repository for updates. Our ticketing system currently interfaces with Autotask. Work is underway to establish an interface with Connectwise and Salesforce.com

Does the ticketing system interface with other ticketing systems

Our ticketing system currently interfaces with Autotask. Work is underway to establish an interface with Connectwise and Salesforce.com



Reporting

How does the Crystal Help Desk track rendered services? The Help Desk uses a custom in house developed system called mView to enter call tickets. mView allows the Help Desk to customize the data capture/call documentation process for each end user account. The backend/reporting system is ClearView by Nexterna. All calls are available via a web based portal.

What kind of reporting is available, and how is it presented for the customer?

Reports are assessable using a web based portal. Customized reports can be requested. The reports can be branded with the VAR or customer's logo. Default reports available include:

- Real time call statistics

- Resolved incidents

- Escalated incidents

- Points balance

Are Sample reports available?

Yes. You can request copies from your Crystal services representative.