

# Call Centre/ Help Desk - Support Services

## *Delight your Customers with pro-active Service and Support enhanced by Lockhart Leadership:*

Lockhart offers a wide range of support services delivered by experienced industry professionals to aid the provision of Call Centre/ Help Desk Support and Customer Services.

### Call Centre/ Help Desk Assessment

Lockhart will assess all aspects of your call centre and help desk operations. Key to a quality Call Centre's operation are:

- Defined processes and documentation.
- Level of Service (LOS) agreements with suppliers and customers.
- Current call management technology.
- Operational metrics and status.
- Management analysis tools.
- User feedback.
- Employee and Management training.

This service is intended for companies with existing help desks and call centres. Following completion of the assessment the client will receive a comprehensive report outlining current weaknesses and Lockhart's recommendations for operational improvement.

Lockhart uses certified Help Desk Institute (HDI) Professionals and certified Quality System Professionals to deliver it's Support Services for Call Centre and Help Desk Operations.

### Call Centre/ Help Desk Design Services

Either at start up of a new operation or following the assessment of an existing help desk or call centre operation, Lockhart will design a future state help desk/call centre. The design document will include cost information and project plan with a timeline for completion. It is always Lockhart's intention to fully understand the customers requirements for quality, cost, scope and time, and then to deliver a solution that meets or exceeds your expectations.

### Call Centre/ Help Desk Implementation

The successful implementation of a call centre/ help desk and the delivery of quality support and service is critical to establishing credibility with your customers. Lockhart brings depth of experience, knowledge and methods expertise to enhance your efforts:

- Employees skilled in project management, helpdesk management, ISO 9000 and operational management will manage the implementation through to start-up. Lockhart also brings professional facilitation, specialized seminars and workshops to transfer the needed skills to your employees.
- Lockhart utilizes the new BS 15000 standard for Information Technology Management, to ensure your IT Service Management model is grounded in IT industry best practices.

## Lockhart Leadership Limited

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