

# Help Desk: IT support for a medical and paramedical software publisher

## CONTEXT

---

- Publisher with a client base of nurses, orthopedists, and physical therapists
- Use of Salesforce

## OPERATIONAL SCOPE

---

- Installation of software updates & mobile configuration
- Management of billing and remote transmission issues
- Installation/support of card readers.
- Processing of rejections (from the cash register and other sources).
- Customer data backup and online assistance.

## CHALLENGES

---

- Lack of internal resources to manage user support

## TAILORED APPROACH

---


- 1 Commitment of a dedicated team in less than a month, with structured onboarding and skills development, appreciated by the client
- 2 Setup of an outsourced Help Desk team (N1-N2)
- 3 Resolution via Salesforce: +3,000 chats handled per month

## KPIs

- Backlog: 0%
- FCR > 75%
- CSAT > 80%
- SLA: > 90%



 [www.advancia-teleservices.com](http://www.advancia-teleservices.com)

 26, rue Socrate – ZAC Khéreddine  
– Le Kram 2015 - Tunis - Tunisia

