Computer Technical Issues = Top Priority

Your clients need you ASAP when their computer systems are malfunctioning. Sending your calls to our 24/7/365 call center is the perfect way to respond immediately to your clients needs.

- All of our agents work in our call center located in Georgia. We do not outsource our services.
- We are here to handle your requests 24/7/365
- We handle your calls and messages according to your specifications.
- We can dispatch calls IMMEDIATELY!

Our agents follow your instructions to relay your calls. We take the steps you require... dispatching calls in emergency situation or holding routine calls for the next business day. Technology allows us a variety of ways to reach you.

Text Messaging:
- SMS texting delivers our messages quickly
- You can reply to the message without having to call into the service
- Once we receive the confirmation, we cancel any further dispatch, so you are not contacted again
- If you don't confirm the message, our agents can take steps to contact you directly via cell phone, home phone, etc. or proceed down a list of other contacts.

Email dispatch:
- Similar to text messaging, we can send the message via email and you can respond to confirm you have received the message. If we don't receive a response within a specified time period, we can follow up with a phone call and proceed with appropriate protocol.

On Call Scheduling via Web Portal:
- You are in control of your on call schedule 24/7/365
- No more faxing or emailing your schedules
- Login to our web portal using your secure login/password
- Enter your On-Call Schedule and change them when needed. All changes are automatically updated in our system

800-344-6470
www.asuperiorcallcenter.com

Need More?

Ticketing Software Entry

Give us access to your ticketing software and we can enter service request directly into your system. We save you time and help you manage tickets in an efficient manner.

Service Requests via Website/Mobile Site

Let us help you make the most of your website. Add a "Service Request" form on your site. Clients can complete the form when they have a need. Those forms can email to us. We create a message and dispatch to the appropriate on call technician or enter into your ticketing system. It's that simple. Your customers will appreciate the ease of requesting support without having to make a phone call!

Unit Temperature Monitoring

If you manage server rooms, install a temperature monitoring device (temperaturealert.com). This device has the ability to send email notifications for high or low temperature, we can receive those emails, get the necessary information and contact the appropriate technician to handle the situation ASAP.