



HELP DESK SUPPORT

The Power of Listening



YOU RUN INTO AN IT PROBLEM. NOW WHAT SHOULD YOU DO?

Email support@pcatg.com

Call (716) 632-5881 Option 1

*Critical emergencies via telephone.

THE SUPPORT REQUEST HAS BEEN SENT.

You will get an automatic response that a Help Desk ticket has been created. A PCA member will respond based on SLA (severity) and entitlement (24/7).



While we have SLA's, we strive for real-time response and resolution!



INSTANT REMOTE SUPPORT.

The Help Desk will be in touch to help you navigate and launch a Remote Support session through our website.

ISSUE HAS BEEN RESOLVED. HIGH FIVE!

At the close of each ticket, you will receive an email letting you know it's resolved. It will also include a set of smiley faces so you can rate your experience!



ON BEHALF OF THE PCA TEAM, THANK YOU.

Following this Help Desk process allows us to ensure that you are satisfied at the end of every service ticket and we are providing you the best customer experience.

www.pcatg.com

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