



QuikServe Solutions Technical Support Service

ACCURACY >> SPEED >>> RESULTS

The fast-paced restaurant business never stops. That means technical support may be required at any time of the day or night and any day of the week. **QuikServe Solutions** understands this part of the business and staffs the Technical Support call center appropriately 24 hours a day 7 days a week. This ensures that customers will always be able to speak to a representative qualified to resolve any technical issues.



QuikServe Solutions Helpdesk: One Stop Shop for Technical Support

First Call Resolution

The Helpdesk's mission is that a customer's first call is their last call. If a call back is required, the technician stays with the problem and seeks a resolution. The technician immediately calls back with a resolution.

Tiered Level Support

Calls are handled according to urgency and difficulty. If additional expertise is required to resolve an issue, calls are immediately escalated to the next level of support technician, all within the same phone call.

Comprehensive Lab

Technicians have a lab to research difficult issues that are not able to be resolved on the first call. Technicians can recreate a restaurant's system, replicate the problem and develop a resolution.

Enroll Today! Call 1-888-502-4100



Point of Sale. BOH Software. Integrated Solutions