

Free Help Desk software and Computer Support Tip.

Help Desk Fact: Companies that use Help Desk software notice that 80% of computer support problems are solved by the user having the problem! Because help desk staff is not answering the phone when a user has a computer problem, the user will take the time to double check system failures, such as a loose power cord and end up solving the problem themselves.

Help Desk Tip: A standard help desk response time should be at least 5 minutes. It may sound harsh, but users will learn to think before they call. In the end, it gives the help desk caller a sense of accomplishment when they solve simple problems, reduces help desk computer support problems and provides a more efficient call center.

The benefits of using Help Desk software to track computer support issues are:

- Reduced Phone Use for Help Desk Calls: This will allow higher priority calls to get through.
- Centralized repository for Support Calls: All Help Desk Staff have access to the same computer support problems and solutions. Repeat questions are answered faster and more efficiently. Anyone can quickly view past computer support calls and help desk response times.
- Standardize databases: Help Desk Software comes with a variety of database management support, such as Microsoft Access, SQL, Oracle and MYSQL.

Which Help Desk Software will you choose?

The QuickIntranet Company recommends you try our 100% free help desk software (Downloadable at <http://www.QuickIntranet.com>). If our software does not meet your organization's needs please see our listing of other free call center software located at (<http://www.QuickIntranet.com/other-free-help-desk-intranet-programs-scripts-tools.php>). This list is continually updated and each package carefully reviewed.

QuickIntranet's Help Desk has the following features:

- Its 100% Free, no timeout periods and no gimmicks.
- Free support via e-Mail.
- We regularly release updates and enhancements.
- Programming staff listens to all customer suggestions.
- We are dedicated to making our software the top help desk software solution around
* GPL license.

Thank you for your interest in our software and resources,

The QuickIntranet Staff.

Always remember, "Help Desk leads to Happiness, Happiness leads to profits, and profits leads to the good life." --Chad Edwards, CEO of QuickIntranet.com