

FIRE DESK

AFTER HOURS SERVICE DESK



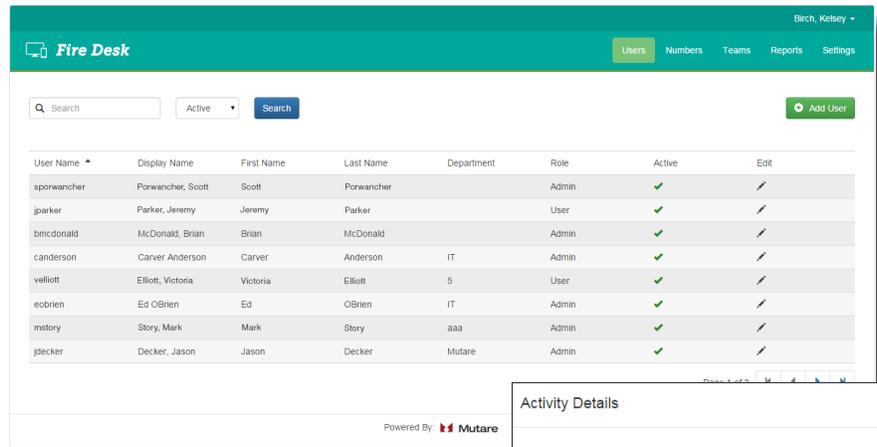
OVERVIEW

Mutare's Fire Desk application assures your customer callers get the immediate support they expect, even when those calls come in after hours or when helpdesk is unavailable. Fire Desk continuously monitors selected service mailboxes for new messages and delivers them to back-up staff as both an email and SMS text with a link for message playback, or as an outcall to assigned phone lines should the original alerts go unacknowledged. Fire Desk can also be configured to create a live conference connection between the caller and on-call support agents depending on the nature of the call.

Using Mutare's Fire Desk, your enterprise will assure rapid, anytime response to customer calls without the expense of full-time, 24-hour support staffing.

FEATURES

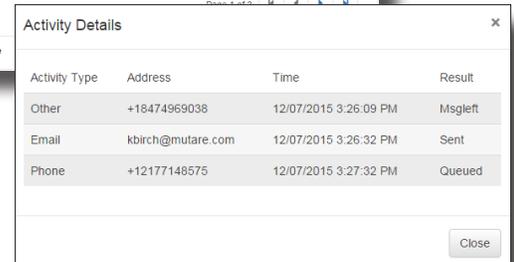
- The agent on call can preset primary and secondary numbers for prompt response
- Email and SMS text alert sent to on-call support agent with link to audio file
- Agent can acknowledge/stop noti-



- fication via phone call, SMS or email through clickable link
- Message escalation sent to back-up agents if message is not replied to in a timely manner
- File or append the emailed message for future reference

BENEFITS

- Substantial cost-savings - no need for 24-hour service desk staffing
- Increased productivity through better utilization of staff time



- Hosted solution – no expensive hardware or software to purchase or maintain
- Better customer experience - customers feel they are a priority when receiving prompt attention to service requests, regardless of time or day

ABOUT MUTARE



Through unified communication technology Mutare creates customized software that makes communication easy, secure and efficient, with solutions for speech to text transcription, smart notification, secure mass notification, contact centers and more.