



The Lucid Helpdesk is coming in Summer 2011

Delivering even better service to our customers.

The overall aim of the new helpdesk is to give our customers an even better and more responsive service. We hope to launch it in July 2011.

At this point some of you might be groaning inwardly and conjuring up thoughts of automated telephone menus and expensive 0870 numbers. *Press 7 to listen to a Rick Astley hit for 10 minutes. Press 9 to be put on hold for 20 minutes at 10p per minute ...and so on.*



Fear not! Our helpdesk is designed to be user friendly for our customers whilst improving our own efficiencies and response times to you.

The key features of the helpdesk are:

- Customers can easily log support and maintenance work on the web and also check progress. This saves you time and phone calls.
- Work will be automatically allocated to team members based on their knowledge level and availability. This improves response times and quality of response for clients and means service is not compromised if one of us is away.
- Improved communication for clients. Not only can you view your query status on the web but you'll also be able to receive email alerts confirming request acknowledged, in progress or complete.

We're really excited about the new helpdesk and the tremendous benefits for our customers. We'll keep you posted when it goes live!

Call us on 01527 908646