



END USER SERVICE DESK

Shift the burden of
mobile end user support
to our experts

Let the vMOX experts handle your employees' mobility issues and requests. Reduce soft costs and raise employee satisfaction with excellent customer service and prompt technical support solutions.

Our 100% regional teams take care of everything from procurement and troubleshooting to MDM, MACDs, application support and more – with one call resolution. Serving as an extension of your team, our highly skilled and trained support technicians add specialized resources with years of mobility industry experience.

At vMOX, the focus is on the end user experience with customized solutions incorporating multiple contact method options, personalized scripting and “VIP” call prioritization that adhere to your company’s guidelines. Our recognition technology knows who is on the line before a call is answered and dynamic call routing rapidly assigns tickets with required data to the most appropriate specialist. Automated workflows powered by AI streamline interactions with carriers, greatly reduce ticket completion time frames. A detailed knowledge base and chat bots empower your users with 24x7 self-service support options.

Upon resolution users are surveyed regarding their experience, giving you continual visibility into our performance, holding the vMOX team accountable.

SUPPORTED INQUIRIES

Resolving issues quickly so your employees can get back to work

Provisioning

- New and Upgrade Orders
- Device Upgrade Eligibility Checks
- Order Status
- Service Activations
- Line Label Updates
- Suspensions and Cancellations
- Liability Transfers
- Accessory Orders
- International Requests

Mobile Device Management and Email

- Device Enrollments
- Passcode Resets
- Profile Pushes
- Compliance Verifications
- Email Troubleshooting

vMOX OnePortalSM Support

- Overview and General Support
- User Walkthroughs

Device Diagnosis and Resolution

- Device Operation / Failure
- Operating System Navigation
- Voicemail Resets
- Device Setup and Walkthroughs



4.5 AVERAGE SATISFACTION SCORE

One Call Resolution

24 x 7 x 365

Multiple Contact Methods

Employee Satisfaction Reporting

Personalized Scripting

Auto Caller Recognition

ITSM Requests Routed Automatically Via Machine Learning for Expedited Fulfillment

Dynamic and VIP Call Routing



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