CallTrackingMetrics

Premier Help Desk

Quickly solve complex problems and get back to business with our Premier Help Desk team

Your problems need solutions—fast. Our highly-experienced Premier Help Desk agents know your account inside and out. Together, we'll address your challenges with solutions tailored to your unique goals, objectives, and day-to-day operations.

Is the Premier Help Desk Right for You?

CTM's Premier Help Desk is a great fit if you:

- Use CTM's software extensively
- Experience high call volume
- Need expert support with quick turnaround
- Use complex workflows, custom integrations, advanced routing, etc.
- Desire persistent technical consultation and guidance

Premier vs Enterprise: What's the Difference?

Premier Help Desk	Premier Help Desk: Enterprise
✓ Elite support team	✓ **Dedicated support agent**
✓ Quarterly account health checks	✓ **Guaranteed response time**
✓ Troubleshooting & optimization screenshare meetings (up to 2 hours per month)	✓ Quarterly account health checks
	✓ Troubleshooting & optimization screenshare meetings (up to **4 hours** per month)
	✓ **1-on-1 training for new agents & admins**

Unlock your CallTrackingMetrics account's full potential today with CTM's Premier Help Desk or Premier Help Desk Enterprise