

Automating Consumer Technical Support 3Q 2013

<https://marketpublishers.com/r/AF660725B97EN.html>

Date: December 2012

Pages: 48

Price: US\$ 3,500.00 (Single User License)

ID: AF660725B97EN

Abstracts

This report describes the current solutions for automating technical support services. It examines the leading motivations driving the automation of support and the effectiveness of the tools currently being employed. It also explores possible future methods of automating services.

"The expansion of technical support services to include more devices and a greater number of services has fueled the development of service automation tools," said Patrice Samuels, Research Analyst, Parks Associates. "As technical support providers seek to use support to improve customer satisfaction, they will need to maintain high levels of efficiency in service delivery."

Contents

1 REPORT SUMMARY

- 1.1 Purpose and Scope of the Report
- 1.2 Data Sources

2 DRIVERS OF AUTOMATION

3 SELF HELP

4 SUPPORT ARCHITECTURE

- 4.1 Marketing and Sales
- 4.2 Diagnostics
 - 4.2.1 Self Help Tools
 - 4.2.2 Automated Escalation
 - 4.2.3 Call Center Tools
- 4.3 Resolution
 - 4.3.1 Remote Connections
 - 4.3.2 Labor
 - 4.3.3 Call Center Tools
 - 4.3.4 Proactive Service/ Preventative Care
- 4.4 Outlook

5 IMPLICATIONS AND CONCLUSIONS

6 FORECAST

7 GLOSSARY

Appendix: Comparative Attributes of Vendor Automation Strategies

INDEX

List Of Figures

LIST OF FIGURES

Consumers Seeking Service Provider Support for Home Technology Issues
Top Five Solutions to Resolve Problems Q3/2012
Preferred Method to Solve a Problem in the Future (Q3/12)
High Satisfaction with Computer Problem Resolution (Q3/2012)
Tech Essential self-help menu
Picture Showing Targeted Self-help Menu from Radialpoint
Table Showing Current Automation Strategies
Picture Showing Historical Activity on a Consumer's Device Using Mobile Triage
Interface for Predictive Diagnostics Solution from LogicNets
Picture showing video feature from Quattrro Global Services.
Picture Showing the Results of the Health Assessments of a Device Using Mobile Triage.
Table Showing Advanced Diagnostic Tools and Capabilities from Some Support Vendors
Picture Showing Interface with a Virtual Assistant from Nuance
Forecast Methodology One-time Remote Technical Support Revenue
Annual Revenue One-time Remote Technical Support

I would like to order

Product name: Automating Consumer Technical Support 3Q 2013

Product link: <https://marketpublishers.com/r/AF660725B97EN.html>

Price: US\$ 3,500.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/AF660725B97EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:
Last name:
Email:
Company:
Address:
City:
Zip code:
Country:
Tel:
Fax:
Your message:

****All fields are required**

Customer signature _____

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970