

CLIENT HELP DESK

Designed for Your End-users

Provided by *Mission Critical Wireless, LLC*



“I will tell you I spoke with Michael from your special services for BB’s. He was the BEST phone support I have had in years...”

Georgette from KT

Dedicated to you, the MCW help desk adds to your resources by providing both first and second level support for end-users. Our commitment to excellence has driven multiple regional carriers to success in wireless data and continued growth.

Our **certified** customer care advocates provide not only superior customer support, but also knowledgeable and quick-thinking troubleshooting. The end-user’s issue can be as simple as, “How do I open attachments?” to more complex questions like “How do I back up my handheld information on a desktop computer?”. We have received only outstanding feedback about our representatives and feel confident that our support will complement your non-wireless carrier support.

By supplying these resources to your customers, they feel confident that the devices they buy will be supported efficiently and effectively. It also encourages customers to recommend wireless data devices to friends and colleagues who may be unsure whether to purchase.

Partnering with MCW will give your company the support you need to increase revenue and enhance customer retention. We are dedicated to your success and your customer’s satisfaction.

*Mission Critical Wireless L.L.C. is a trusted partner of  and 