

THE M&H MONITOR



Forward



Keep Up With Us



Video chat

A new tool to better support you!

By: Justin Bowden

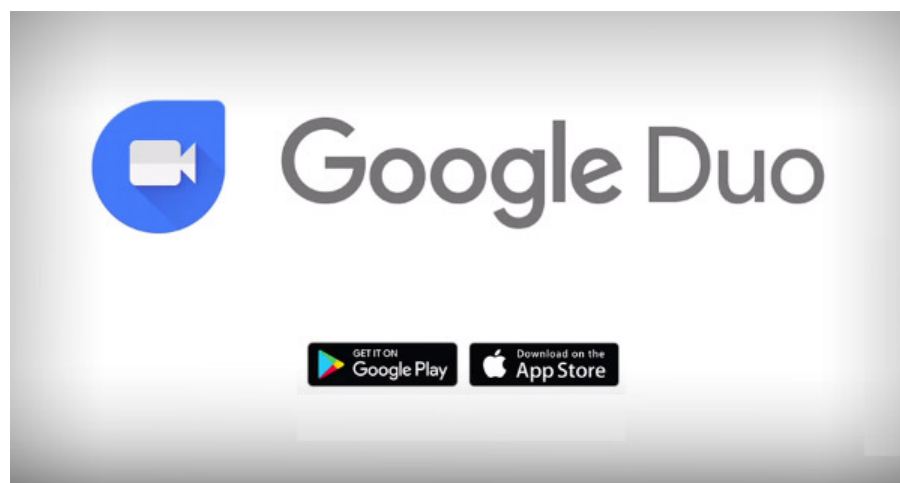
In today's busy work environment, there are many challenges to keeping clients happy with their products and services. Business owners expect their employees to not only be able to handle multiple tasks at the same time, but to also be innovative and introduce new ideas and procedures to better serve their customers. The same holds true for us, here at M&H.

One of the key aspects of our business, that differentiates us from other IT support or consulting companies is our dedication to being able to respond to any client emergencies. We offer both an emergency email as well as emergency phone line for clients to contact us through. We introduced a support Chat feature through our website, which allows for quick questions to be answered or being connected to a technician to troubleshoot a problem. We employ various programs to allow for remote connection to your machines. We pride ourselves on a quick response time when clients contact us, be that early in the morning, during the work day, or even after hours and weekends.

When we receive a support request we contact the client to discuss it with

them. We ask questions to try and determine the scope of the problem, such as if its only affecting a single user, multiple users or the whole company. Once we have the scope of the problem we will look for the best way to resolve it. Often times we are able to remotely connect to the users' machine to diagnose and resolve the issue. There are some instances where we would require heading onsite to be able to fix the problem. There are also instances where a problem has come up and we attempt to talk a user through fixing this this. An example of this is someone's computer is not connected to the network or getting an internet connection. We attempt to walk a user through some troubleshooting steps, but are unable to resolve it remotely. We then head on site, and find out it's a simple cable that has become unplugged, or a Wi-Fi switch turned off on a laptop. These instances, while rare, end up costing the clients more money than is necessary due to the incurred travel costs.

In an effort to better serve our clients, as well as become more efficient in our options of troubleshooting, we at M&H started to look into other innovative methods and tools to add to our arsenal. What we have come up with is Video chat support! On most currently available Android phones there is an option for that can be activated which would allow us to have a video chat with you. This option is located under the settings and advanced call section. Own an iPhone? No worries there! We also have started to utilize an app called Google Duo. This app allows for video chat across both Android and iOS devices. It's easy to install and user friendly. All we need is a number! With these two options, we can see what you see, and perhaps save you some money in the long run!



Here at M&H we continue to look for innovative solutions to better serve you. As newer technology becomes available we will incorporate where

appropriate, and also make sure you are aware of it. Perhaps this could be useful for your business? If you have questions on video chatting or would like to discuss ways to utilize it for your business contact us any time at 866-9MH-TECH or email us at support@mhconsults.net



“Yes, I did say I wanted to change the wallpaper on my desktop. But not that type. You don’t know much about computers, do you?”

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