



Where Connectivity Meets Innovation

# Service Desk

Enjoy complimentary Standard Service Desk features, or upgrade for additional coverage.



## Standard Service Desk

- ✓ Available Monday-Friday from 8:30am-5:30pm ET
- ✓ Automatic ticket updates
- ✓ Reason for Outage (RFO) or Root Cause Analysis (RCA) provided
- ✓ Service Provider SLA recovery secured, if applicable
- ✗ Excludes ACG Holidays
- ✗ Unavailable if ACG is not Agent of Record

## Global Service Desk

- ✓ Standard Service Desk
- + Available 24/7/365
- + Includes Agent and Non-Agent circuits
- + English and Spanish language support\*

\*More languages are available at an added cost

## Global Service Desk Plus

- ✓ Global Service Desk
- + Proactive up/down circuit and endpoint monitoring
- + Customizable network monitoring cadence
- + Automatic outage ticket creation
- + Outage time is tracked and recorded

Available via phone, email, and Command Center<sup>SM</sup>

### Get in Touch with Us

Extend your coverage to worldwide support ticket resolution from a single source with Advantage<sup>®</sup>



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