



WIFI HELP DESK

# Increase customer satisfaction with WiFi Help Desk support

Take guest authentication issues off your hands with rapid resolution to WiFi problems with 24/7 specialist support.



Enhanced guest experience



Unlimited expertise



Continuous support



Flexible solution

## Uninterrupted guest experiences

In our always-connected society brimming with smart devices, you can expect your guests to have high expectations regarding internet connectivity. Providing accessible, free WiFi is key to a positive customer experience and increased guest loyalty.

However, your organization may not be staffed to handle issues that arise when guests connect to your onsite WiFi services. WiFi Help Desk offers 24/7 access to experts who will address all WiFi customer service needs, eliminating the burden previously placed on members of your staff.

## Flexible solution supporting various WiFi service providers.

Whether purchased as part of Windstream Enterprise Secure WiFi, or as a third-party service, WiFi Help Desk is built to support any WiFi solution.

## Real-time, expert assistance.

Windstream Enterprise will get your customers authenticated and connected to your guest WiFi in no time, ensuring a superior guest experience, with minimal requirements from your staff.

## Affordable pricing plans.

With fixed monthly rates and costs that are less expensive than hiring your own staff, WiFi Help Desk will leave you with no surprises to your wallet.

**To learn more about WiFi Help Desk, please contact your account representative**