

MSPs and TeamLogic IT: running efficient service desks with the help of 24/7 receptionists.

Customer spotlight.

By the time an IT issue has become a problem, the last thing a user wants is to reach a machine.

Speaking to a real person sparks confidence in a quick resolution. It puts the 'help' into help desk.





For this reason, TeamLogic IT franchises choose AnswerForce for live answering on the service desk.



TeamLogic IT is a national provider of managed services.

Locations	Industries
United States	IT, MSPs

Partnership features

-  24/7 phone answering
-  Appointment booking
-  Service desk support
-  Autotask and Slack integrations

The challenge.

TeamLogic IT franchise owner Rob Fallows has always believed that customers should receive personal support. Voicemail can be a disappointing experience, so he wanted a better solution to reassure IT users when contacting the help desk.

The solution.

Rob's franchises have one phone number serving three locations. After four rings, or after hours, unanswered calls now go to AnswerForce.

The extra support from AnswerForce receptionists helps even out the peaks during high call volume periods — particularly if there's a major outage with a software client.

Details of every call are automatically added to Autotask, which populates a ticket. A call report is also sent to Slack. Any engineer or employee reading the channel can immediately begin resolving.

AnswerForce helps franchises operate more efficiently. It also helps grow satisfaction among IT users.



AnswerForce takes a third of our calls overall. As a result, I've been operating with one less help desk person.

AnswerForce saves me the equivalent of one annual salary.

Rob Fallows

Multi-location owner of TLIT franchises

Live answering, with a tech stack.

AnswerForce provides 24/7 call answering and live chat. All plans include after hours answering, video meeting, appointment booking, and more.

Learn more at answerforce.com/ca

