

### HELPDESK METRICS

- New Ticket Volume
- Volume by Channel
- Support Tickets Solved
- Response Time
- Wait Time
- Resolution Time
- Backlog
- Predicted Backlog
- Ticket Distribution



### Why KM<sup>2</sup> Solutions?

KM<sup>2</sup> Solutions (KM2 Solutions) operates contact centers throughout the Caribbean and Latin America. The company provides clients with a host of different solutions, including customer care, receivables management, technical support, sales and marketing, data analytics, and back-office processing. KM<sup>2</sup> Solutions maintains PCI DSS compliance, completes a SOC 2 audit annually, and has a Compliance Management System that meets the FDIC standards.

KM<sup>2</sup> Solutions provides a suite of services for outsourced IT & Helpdesk support. From basic services such as route desk to fully integrated systems admin and field support, our highly trained specialists can complement internal and external client teams at every level.

We work closely with our clients to identify pain points and provide comprehensive solutions while excelling in all key metrics. We can integrate seamlessly within client-side operations to provide best-in-class technical support.

### The 3 Levels of Support:

#### Level 1: Route Desk

- Order Taking – Create Ticket, Forward to Tech

#### Level 2: Service Desk

- Complete Tickets - Take call, remote in, fix basics.

#### Level 3: System Admin

- Full System Admin - Desktop Support, Field Support, Facilities Management & HR Issues

### KM<sup>2</sup> Locations:

- Barbados
- Colombia
- Dominican Republic
- Grenada
- Honduras
- Saint Lucia

