



Comprehensive Guide to Understand Managed Help Desk Services

Managed help desk services are a type of customer support solutions where trained and qualified experts take care of different support concerns of customers like equipment malfunction, troubleshooting applications, resolving technical issues and bugs. It acts as a bridge between the end user and IT support wherein the process includes first level support, escalation, ticket tracking and more. Outsourcing help desk for MSP is a crucial and strategic decision MSPs must take carefully.



Source: [A Complete Guide to Managed Help Desk Services](#)