

New Communication Features Added to tecs-onsite.com



A number of features have been added to tecs-onsite.com this month which are aimed at enhancing customer contact and support. A request service form has been added allowing you to submit a service request online that will immediately be relayed to a technician via email and cell phone text message. Also, we have added remote support to our service offerings, whereby a technician can remotely access your computer over the internet through a secure desktop sharing system and solve many types of problems. Finally, a live help system has been installed and integrated with the web site, giving you the opportunity to chat live with us and ask any questions you may have about your computer system or network. We hope these new offerings will help you to more conveniently and efficiently receive the effective computer help and support you have come to expect from Ted E' s Computer Services!

-Ted Eiler

www.tecs-onsite.com

800.993.TECS (8327)

tedeiler@tecs-onsite.com