gx|desk™

Comprehensive
Service Desk Solutions

secure workforce
resiliency

gx|worx™

continuous
in-house training

gx|LEARN

AI/ML-driven
ticket system

gx|wave™

local talent, D&I goals,
+ drive cultural alignment

[OUTSOURCE TO AMERICA]

GxDesk™ is a highly flexible range of solutions that can be used to assist, operate and automate the support desk role and function. By combining our specialized subject matter experts and our advanced line of automation products, we can deliver a state-of-the-art solution that meets predefined goals and evolves as required.
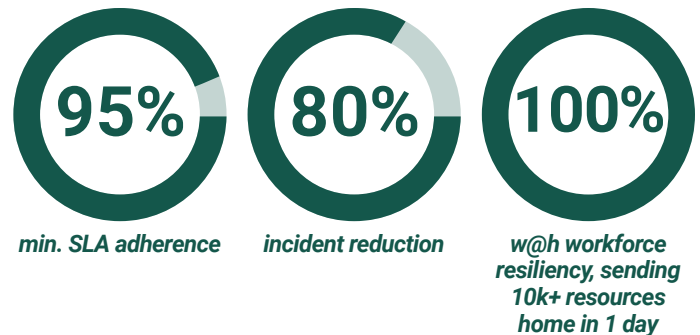
Comprehensive Service Desk Solutions

Key features of GxDesk™ include:

- Adaptable solutions specific to requirements and needs, and flex to fit engagement size and scope
- Vision for future changes in support models and capability to support newer technologies, teams are trained through our GxLearn LMS as new requirements evolve
- Automated AI/ML RCA identifies root cause and drives down repeat tickets volumes through advanced analysis
- Delivers data analytics to break down ticket data into usable reports highlighting areas for service improvements
- Provides expert support, investigation, and diagnosis of all incidents to resolve a high percentage of incidents on the first contact

GxDesk™ leverages experts and products to provide the structure for a successful and capable support desk solution for multiple industries.

- Our approach automates existing workflows, provides real time reporting and automated alerts
- This framework is customized to cover a variety of support desk needs: L1, L2, L3 help desk support, member support service, customer service, call center support, and more
- Versatile for multiple industries including healthcare, finance, retail, manufacturing, pharma and more
- Paired with GxWorx™ and team members can securely work from any location

95%

min. SLA adherence

80%

incident reduction

100%

w@h workforce resiliency, sending 10k+ resources home in 1 day

Points of value:

- Client-first engagement model drives a collaborative solution – realize the benefits of co-location and align corporate culture
- Greater percentage of resolved tickets through automation in shorter time frames
- Robust reporting provides additional business support insights
- Ongoing training for agents to meet new challenges and demands
- Ability to provide global and 24/7 coverage

To unleash the full power of GxDesk™, use with:

gx|worx™ + gx|wave™

GxDesk™ - Drive down repeat ticket costs and realize optimum workforce resiliency.

gx4FOURCE®

galaxe.com