

Client Support Team and Helpdesk



Our Client Support Team and the Helpdesk software that they utilize is an example of our continued effort to provide excellent client service in a timely and orderly fashion. The Helpdesk software provides a variety of options to help track and monitor the progress of an issue. The Client Support Team coordinates all the issues, prioritizing any that need special attention. This process enables issues to be assigned to the appropriate parties and allows staff to focus on areas of need and specific requests.

Benefits

We have provided a noticeably quicker overall response and solution to your issues over the past few years. Attention continues to be given to the age of each issue logged and an attempt is made to resolve those them as quickly, yet effectively as possible.

Each day, our Client Support Team reviews Helpdesk and resolves issues within their own department and/or coordinates and assigns issues to other departments for resolution.

The Process

Client* can contact the ECSI Client Support team by two (2) methods:

1. Phone **800-437-6931 – Option 1**
2. Email clientsupport@ecsi.net

**For your convenience, please do not give out the client support contact information to borrowers and/or students*

If an email is sent, an automatic helpdesk ticket is created, and an issue number is assigned. You will receive an automated response with the issueview tracking number for future reference.

Each issue created is reviewed and reported with the appropriate status. Once an issue is resolved, ECSI will contact you and we may also provide you with information that will be helpful in the future.

Please remember, by following the procedures spelled out above you guarantee that a Helpdesk ticket is created and your issue is given the proper level of priority it deserves.

