

The Customer Support Center at NRT is staffed with a highly responsive, well trained team of customer service representatives that gives our customers the time and respect their questions deserve.

At NRT our success is measured by the quality of our customers interactions. We work with our customers to create consistent and positive experiences by implementing a support system that combines values, expertise & the latest technology.

FEATURES

RELIABLE, HELPFUL SUPPORT

NRT's customer support center streamlines every aspect of support by:

- Serving as a single point of contact for both hardware and software support needs (excluding Ontario & Quebec)
- Staffing the customer support center with highly skilled and qualified technical support representatives
- Simplifying support deployment and management
- Providing a complete history of all casino transactions through a Web-based interface

24 X 7, YEAR-ROUND HELP

- Our phone support customers have access to around-the-clock help. Staffed with trained technical support representatives with superior problem-solving skills, our customer support center ensures that every interaction builds our customers' confidence and loyalty.

Toll-free: 1-877-332-1060
support.nrttech.com

CUSTOMER SUPPORT CENTER

Technical, informational assistance



CASINO SUPPORT

ENHANCED CUSTOMER SERVICE

- Remote support
- Event capturing
- Remote monitoring
- Regional support managers

TROUBLE TICKETING SYSTEM

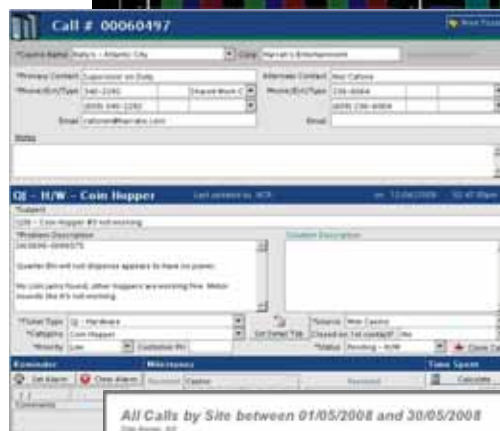
- NRT's customer support center system efficiently manages your help request while streamlining support processes. Our system serves as a tracking and workflow management tool.

KEY FEATURES OF NRT CUSTOMER SUPPORT CENTER APPLICATION

- Capture and record all interactions (history)
- Enables our customer to view trouble ticket status and severity
- Customer-defined escalation policies and procedures
- Automate workflow and decrease resolution time
- Read and post real-time, service-affecting journal entries

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