

# The support you need, when you need it

## User Support Desk from Concur provides support and resources for your employees

We understand you want to do everything in your power to support your users. But providing ongoing support can be a resource- and time-intensive commitment that can quickly dominate the workday for you and your team. User Support Desk gives your employees access to dedicated, 24/7 support from knowledgeable Concur experts. They'll get the answers they need right away, which results in higher compliance, better adoption, more productivity and a solution that satisfies everyone.

With User Support Desk, Concur acts as the first point of contact via phone, UI link, online Knowledge Base or even chat (U.S. only). The Concur representatives are familiar with your specific system configuration and capabilities built around your corporate policies and rules. They are also familiar with the supported mobile platforms used by your employees.

### Why User Support Desk?

-  Save time for you and your administrators.
-  Increase employee satisfaction.
-  Receive expert guidance.
-  Available 24/7.
-  Assistance available in multiple languages.



### Support directly to your employees

Say goodbye to time-consuming administrative tasks and get back to focusing on what really matters.



### Prompt assistance

In the event that a case must be logged, your Concur service provider will document the issue, provide updates and work with other teams across Concur until your issue is resolved.



### Knowledgeable resources

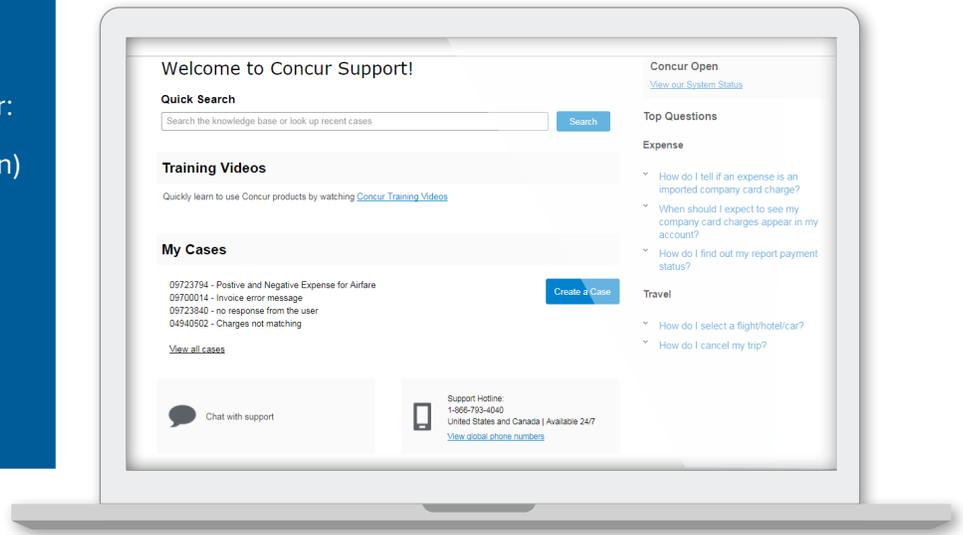
User Support Desk provides direct access to Concur consultants who are familiar with your solution and configuration. You'll receive the help you need to support everything from your company's business processes to your administrative and technical requirements.

# Round-the-clock access gives your users support on their schedule

## Support hours

English = 24/7/365  
Local business hours for:

- ▶ Portuguese (Brazilian)
- ▶ French
- ▶ German
- ▶ Spanish
- ▶ Italian
- ▶ Dutch
- ▶ Mandarin



### ▶ Flexibility when scaling your business

Employees demand high-quality, 24/7 support with the need for immediate assistance. User Support Desk meets this demand by providing supplemental support to your employees—giving you one less thing to worry about as you scale your business.

### ▶ 24/7 access to support

Your employees want quick answers while making travel arrangements or managing their expenses and invoices. Whether it is a simple request about how to access the right system, an inquiry about the status of a trip, a query about how to approve an expense report from their mobile device, or a question about what to do next, User Support Desk can assist your employees and keep them productive.

### ▶ Access to accurate reporting

User Support Desk also provides a monthly report of agreed performance indicators, such as opened and resolved support cases, volumes of support contacts and response time metrics.

### ▶ Support where you need it

Concur support professionals can help your employees by offering assistance in the following languages: Brazilian Portuguese, English, French (Canadian and European), German, Spanish, Italian, Dutch and Mandarin.

## About Concur

Concur, a part of SAP, is the leading provider of spend management solutions and services in the world, helping companies of all sizes transform the way they manage spend so they can focus on what matters most. Through Concur's open platform, the entire travel and expense ecosystem of customers, suppliers, and developers can access and extend Concur's T&E cloud. Concur's systems adapt to individual employee preferences and scale to meet the needs of companies from small to large.

[Learn more at concur.com](http://concur.com)