

i-Helpdesk – New Job Opportunities For The Handicap

Infinique Technologies is proud to launch i-Helpdesk, a live chat service targeting at helping those who are physically challenged find new job opportunities.

It all started when I met Jorena who was unable to speak. I tried to find her job opportunities but to no avail. Instead, I tried to launch a web-design service called i-design so that she could have the opportunity to express herself. One day she told me she wanted to do something different. I thought to myself and said, "How do you like chatting on MSN Messenger?" She said, "why not", and we've not looked back since.

I had previously provided similar live helpdesk services for one of my websites and I thought it was something that anybody could manage and pick up easily.

I understand that people were getting increasingly frustrated to be on hold all the time when calling Banks and some of the Telcos. These institutions typically have large call centers in the range of 150-200 staffs. Yet they had difficulty servicing all the incoming calls and relied heavily on automated phone routing systems.

i-Helpdesk will serve as an alternative to help these institutions increase customer satisfaction and eventually reducing the number of phone calls by 10-15%, thus also helping to reduce headcount of their call centre operations in the long run. People are getting more IT savvy by the day. With the high adoption rate of broadband services in Singapore, we are confident that i-helpdesk is a service that would appeal to this new group of IT savvy customers who would want instantaneous response when dealing with a company.

We are currently working with a number of companies and some of these projects will be live soon. We hope that more companies will be more forthcoming to participate in this meaningful programme and help create more job opportunities.

For a start, i-Helpdesk is aimed at creating job opportunities for those who can't speak or are wheel-chair bound. If the response is good and overwhelming, we might consider opening up i-helpdesk for the elderly, aligned with PM Lee's vision of life-long learning and working.

Currently we employ a number of physically challenged staffs in our workforce and they had continually feedback to me that though support from the government and public donations does help them, they sincerely prefer to earn their living through their own hard work. We look forward for your support. For more information please visit www.special.sg because we feel everybody is special in their own way.

Sincerely,

Edmund Ng
CEO, Founder
Infinique Technologies