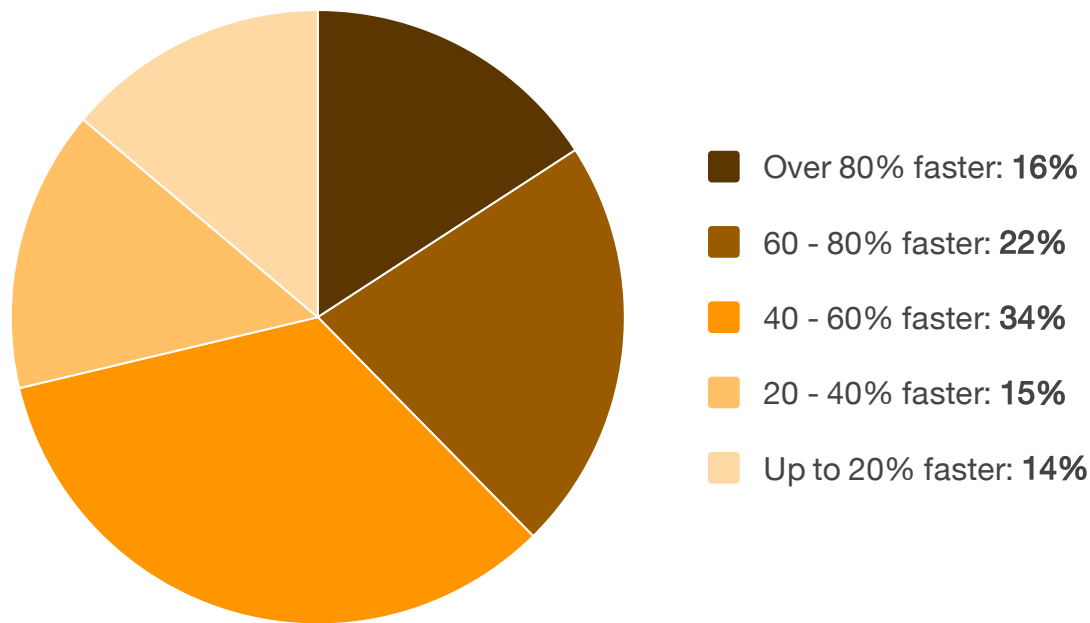# Web Help Desk Improves "Mean Time to Resolution" for Help Desk & IT Support

After deploying Web Help Desk, how much has your organization improved its "Mean Time To Resolution" when addressing support issues?

- ■ Over 80% faster: **16%**
- ■ 60 - 80% faster: **22%**
- ■ 40 - 60% faster: **34%**
- ■ 20 - 40% faster: **15%**
- ■ Up to 20% faster: **14%**