

SECOND EDITION

Running an Effective

HELP DESK

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Engineering World ,1907

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Collier's ,1906

Help Desk Practitioner's Handbook Barbara Czegel,2015-05-21 Your complete guide to surviving and thriving as a Help Desk practitioner Help Desk Practitioner s Handbook The only book to address the unique concerns of the huge and growing number of Help Desk analysts this is your complete guide to becoming a more effective communicator and problem solver and deriving greater satisfaction from your job Barbara Czegel North America s most well known expert on Help Desk support services and training uses dozens of fascinating scenarios and real world examples to illustrate the right and wrong ways to handle virtually every situation you can encounter She arms you with an arsenal of proven tools of the trade including Eleven effective listening habits that improve your ability to solve problems Techniques for increasing the speed

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