Help Desk

S. James

How to Manage the IT Help Desk Noel Bruton,2012-07-26 Are you overworked, unappreciated and under-resourced? This book understands you, and provides years and years of User Support experience packed into one volume. The 'How To' book that every IT department needs, it will help turn your helpdesk into a company asset. How to be successful at probably the most stressful job in IT This book offers tools for measuring productivity and features ten key steps for successful support, while User Support successes and failures are revealed in true life case studies. This book gives you techniques for: *Justifying staff and other expenditure * Gaining senior management support * Getting the users on your side * Running a motivated and productive team * Designing and managing services and service levels The second edition of this popular book brings updates to several of the author's ideas, strategies and techniques with new material on: * Customer Relationship Management - definition and the role of the helpdesk * E-Support and the Internet * Contrasting the Call Center and the Helpdesk * first, second and third line support * Operational Level Agreements * Strategies for backlog management * Telephone technologies in user support In addition there is: * A new Template for a Service Level Agreement * An Improved cost justification model for the Internal Helpdesk * A New cost justification model for the External Helpdesk

Running an Effective Help Desk Barbara Czegel,1998-03-27 Helpdesk Management in Ihrer Firma - im Zeitalter der Intranets noch telefonbasiert? Wie Sie auf dem Gebiet der technischen Unterstützung der Angestellten auf die enormen Ressourcen des Web zurückgreifen können, zeigt Ihnen die Autorin dieses jetzt umfassend aktualisierten

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Building & Managing a World Class IT Help Desk Bob Wooten,2001 Get full details on how to set up an efficient help desk using this comprehensive resource. Real-world examples and step-by-step instructions for doing everything from choosing a staff to implementing the latest technologies make this book truly a blueprint for help desk success.

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 and accuracy of problem resolution * Early warning systems and layered strategies for problem control * Tools for reducing calls and eliminating problems before they occur * A simple, step-by-step process for doing cost justifications * Methods for turning Help Desk interactions into marketing opportunities Visit our Web site at www.wiley.com/compbooks/

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years of User Support experience packed into one volume. The 'How To' book that every IT department needs, it will help turn your helpdesk into a company asset. How to be successful at probably the most stressful job in IT This book offers tools for measuring productivity and features ten key steps for successful support, while User Support successes and failures are revealed in true life case studies. This book gives you techniques for: *Justifying staff and other expenditure * Gaining senior management support * Getting the users on your side * Running a motivated and productive team * Designing and managing services and service levels The second edition of this popular book brings updates to several of the author's ideas, strategies and techniques with new material on: * Customer Relationship Management - definition and the role of the helpdesk * E-Support and the Internet * Contrasting the Call Center and the Helpdesk * first, second and third line support * Operational Level Agreements * Strategies for backlog management * Telephone technologies in user support In addition there is: * A new Template for a Service Level Agreement * An Improved cost justification model for the Internal Helpdesk * A New cost justification model for the External Helpdesk

   Effective Help Desk Specialist Skills Darril Gibson,2014-09-30 This is today's most complete, practical, and up-to-date guide to succeeding as a help desk professional. Leading technology instructor and consultant Darril Gibson thoroughly explains each of today's help desk support roles, and fully covers all essential skill sets, both technical and personal. Reflecting his extensive classroom and field experience, he presents exceptionally clear and relevant objectives and summaries, backed with realistic case studies, hands-on projects, exercises, and multiple-choice review questions. Coverage

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Help Desk Management: How to run a computer user support Service Desk effectively Wayne Schlicht,2019-09-29 Do you want your Help Desk to maximize customer satisfaction, quality and first contact resolution? Or just make sure your IT management processes are repeatable? Does it seem your computer user support can be ad hoc at times? Are you always running around putting out fires? In this book you will learn powerful industry standard best practices that can be used to mature your IT Service Management processes, practices and procedures today! What makes this book different? Instead of just providing you a lot of technical information, I empower you with a step by step approach to mature your Help Desk. Each chapter includes straight forward processes that are easy to understand. Once you completely understand the process, chapters are concluded with a quick start implementation worksheet to put your new

process into action. This format will allow you to rapidly transform your people, processes, and technology into a customer-focused center of excellence today! You can never underestimate the power of industry standard best practices. The recommendations shared in Help Desk Management are based on real-life experiences building successful customer-focused teams. Through trial and error, I am sharing what worked for my teams at small, medium, and Fortune 500 sized companies. Look no further. I will help you succeed. This information is designed to improve your management skills, your team engagement, and set you on a successful path to building a truly great team. What actionable and realistic end user support processes will you learn? How to justify funding for improvement projects. Creating an inspiring mission statement. Designing an employee performance management plan that works. Building an effective employee training and development program. Implementing a call and ticket quality assurance audit program that empowers the manager. Driving up the First Contact Resolution (FCR) percentage. Reducing cost per ticket costs by moving work from system engineers to the Help Desk. Marketing the Help Desk for company wide recognition. Implementing ITIL incident, problem, change, knowledge and event management. Do not hesitate to pick up your copy today

   Creating A Customer-Focused Help Desk Andrew Hiles, Hon FBCI, EIoSCM,2016-06-01 This volume came about as a result of the authors' own practical experience in Help Desk operation and management and of hundreds of workshops the authors have conducted world-wide over the last fifteen years. It is intended to be a practical reference guide, but the suggestions, checklists and templates all need to be

interpreted and amended in the light of the culture, technology, service maturity and constraints of each individual organization. Delegates frequently ask us: "What is the best Help Desk software package?" or "What is the best way to set up a Help Desk?" Our only response has to be "Best for whom? It all depends." A key objective of this book is to show how and why "It all depends" and to provide readers with the best possible information on which to understand and evaluate options and to select the best - for them. If there is one thing we have learned over the last years, it is this: Good service has no history. Bad service has infinite history. Based on extensive feedback from delegates from most of the Fortune 1,000 companies who have attended courses presented through Frost & Sullivan (Europe), AIC (South Africa), Monadnock (UK), The Infomatics Resource Centre (UK), IIR (UK), Digital Equipment (UK), Logtel (South America), CEL (Asia Pacific), UPMOCL (Middle East), Finborough Seminars, as well as delegates of in-company training for organizations like Dow Europe (Switzerland), The Intervention Board, BP, Shell International Petroleum, Logica (UK), Arthur Andersen (UK), Rolls Royce (UK), Global One (Germany and USA), Caterpillar (Switzerland), GAK (Netherlands), European Commission (Belgium), Transnet (South Africa), Sun Valley (UK), Nikon Precision (UK).

   The Help Desk Audit Julie L. Mohr,2003

   Getting an IT Help Desk Job For Dummies Tyler Regas,2015-04-13 Stand out in one of IT's fastest growing job markets If you're looking for a job in IT, the help desk is the heart and soul of most IT operations, and an excellent starting point for a promising career. With the help of Getting an IT Help Desk Job For Dummies, you'll gain the knowledge and know-how to cut through the confusion of navigating the Information

Technology job market. IT can be intimidating to hopeful-yet-inexperienced job candidates, but this guide will help you find and land the job of your dreams. Through easy-to-follow explanations, authoritative information, and a bit of humor, Getting an IT Help Desk Job For Dummies serves as your thorough and approachable guide to maximizing your competitive edge in this booming market. The IT job market has continued to expand as technology matures and deepens its roots in business operations. This is good news for you! However, it makes it that much harder to get a job in IT, as recent grads and other professionals are practically stampeding to get their feet in the door of this rapidly expanding industry. Luckily, Getting an IT Help Desk Job For Dummies gives you an advantage by providing expert instruction on how to score an interview and secure a job offer, the skills needed to obtain and maintain an IT position, and authoritative information on how to establish a career path in the IT field. Explore careers in the IT Help Desk field and establish the path you want to follow Plan for post-education certifications and training to make yourself more marketable Get expert guidance for creating a winning resume and cover letter Prepare for your IT Help Desk interview Loaded with simple, straight-forward advice, Getting an IT Help Desk Job For Dummies is your all-in-one guide to starting your IT career on the right foot!

A Guide to Customer Service Skills for the Help Desk Professional Donna Knapp,2004-11 This detailed look at the soft skills needed to succeed as help desk professional will provide students with proven customer support techniques for the workplace.

IT Help Desk S. James,2016-12-15 Your Complete Guide To The IT Help DeskYour

Blueprint To Service Success, Mastering User Support & Troubleshooting Like A GeniusAre You Ready To Learn All About Working An IT Help Desk? If So You've Come To The Right Place...Here's A Preview Of What This Book Contains...An Explanation Of What The IT Help Desk Actually IsHow To Improve Communication Skills Like A ProHandling Difficult Calls & Situations The Right Way (Must Read!)Best Words & Best Practices For The IT Help DeskThe Six Step Problem Solving Model You NEED To ImplementComputer Troubleshooting From The Very BasicsNo Video? Here's What To Do...Troubleshooting No POST No Boot IssuesHow To Troubleshoot A Freezing Computer CorrectlyThe Downlow On Disk ErrorsKeyboard And Mouse IssuesYour Customer Support ToolsAnd Much, Much More!

  Microsoft Help Desk for Microsoft Windows NT Workstation 4.0 ,1999

  Running an Effective Help Desk Barbara Czegel,1994-12-06 This survival manual for Help Desk managers and staff presents practical strategies and tactics to enable Help Desks to add value to their enterprise. Includes suggestions for staffing, managing and selling a Help Desk, and helpful solutions to the problems of dealing with the changing face of technology and the economic realities of downsizing.

  A Guide to Help Desk Concepts Donna Knapp,2003 The second edition of Donna Knapp's highly successful first edition introduces service concepts, skill sets, career paths, and operations of the help desk industry. The author's expertise provides strong real-world computer support examples and case studies.

  In a Perfect World, a Survival Guide for the Help Desk Technician D Russell Steffy,2011 It didn't take long on my first job as a Help Desk Technician to realize why a

lot of folks don't want to pursue this career path. This type of work isn't for everyone. Let's face it, nobody wants to constantly deal with unhappy users, and where bug, fix and workaround are the three most used terms on a daily basis. But it doesn't have to be that way. Yes it's hard work to change that all-to-common scenario, but the payoffs can be tremendous. My career has spanned across many organizations and over twenty five years where I've had to completely restructure the concept of the Help Desk. In every case, customer satisfaction increased at least several fold, call volume was reduced by as much as seventy percent, and the moral boost virtually immeasurable. All of a sudden, Help Desk Techs were asked for by name, holiday cards were received in the mail, and even unsolicited testimonials were received by executive management complimenting the excellent support and service. Here is my professional biography, a template for achieving a successful Help Desk and Technical Support environment. An all-inclusive guide for the Help Desk or Technical Support Professional, In A Perfect World, A Survival Guide for the Help Desk Technician offers a light-hearted approach to techniques for problem solving, how to handle users of varying skill levels and demeanor, company politics (yours and theirs), and much more. In A Perfect World includes tips for broadening time management and organizational skills with emphasis on common sense. The Help Desk is often the first impression a prospective client will experience, and it is imperative all issues be resolved with expedience and professionalism. In A Perfect World is a powerful reference tool ideal for Help Desk Technicians on the frontline, Department Managers, on up to Executive Management. In a Perfect World is also great for novice and intermediate users offering valuable information suitable for sharpening their computer related skill set.

A Guide to Computer User Support for Help Desk & Support Specialists Fred Beisse,2001 This book provides an overview of the knowledge, skills, and abilities necessary for employment in the user support industry. Developed with the input of industry advisors, this titles emphasizes problem-solving and communication skills in addition to technical coverage. Using creative Hands-On exercises and Case Projects, users apply their knowledge and develop their ideas and skills, both individually and in teams, to help prepare them for today's team-oriented work environment.

A Guide to Computer User Support for Help Desk and Support Specialists Fred Beisse,2004 A standard for help desk professionals and those considering becoming support professionals, this text focuses on key information for user support professionals, including decision making, communicating successfully with a client, determining the client's specific needs, and writing for the end user. This text has been updated to reflect the latest in support industry trends, especially the use of Web and e-mail-based support. For those considering entering the field, alternate career paths for user-support workers are described. This edition has retained and updated the CloseUp feature, which details real-life scenarios of working professionals and issues in the workplace. With balanced coverage of both people skills and technical skills, this book is an excellent resource for those in the technical-support field.

The Help Desk Dictionary Julie L. Mohr,2006-01-31 Believe it or not A parent-child relationship has nothing to do with Freud, a jump and run has nothing to do with COPS, a hot swap has nothing to do with reality TV and a hub is not a member of your family. Take it from this guru common ordinary words mean something completely different to us

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Knowledge Management for Help Desk and Customer Care: How to Build an Effective Knowledge Base - A Roadmap to Success Juliano Statdlober,2017-06-23 This book is divided into two parts.In its first part, it presents conceptual core definitions of knowledge management, with a theoretical basis and synthesis arising from research made in several publications, among books, articles, white papers and blogs. The result of this work is a summary of huge material, facilitating the introduction to the subject and understanding thereof.The focus of the book, however, is not restricted to knowledge management in itself. It is not a work which exhausts the subject, although it is a good reference for those wishing to be introduced to the issue.The objective is to present a practical proposition for development of initiatives of knowledge management applied to help desk and customer-care. To achieve this, the first part of the book also presents concepts of KCS (Knowledge-Centered Service), a set of practices and a specific methodology focused upon technical support, to improve the efficacy of resolving problems. KCS, however, is not limited

merely to solving problems, being able to be adapted to handling requests in general.KCS is the result of compiling best practices and discussing initiatives by a group of large information technology companies, which formed a consortium to share ideas and experiences.The areas of technical support, whether in help desk or in customer care, depend upon the qualification of the people involved in the process, and this in turn depends upon knowledge. Indeed, how can one resolve a problem without knowing the subject concerned? The worst is that such subject is usually a technical issue, or is related to something technical, as the functioning of software or a product. Even in the cases of requisitions, where the agent does not go to resolve a problem, but to render a service to handle a request, knowledge is required: how to proceed to fulfill the necessity, or to whom and how forward the requisition, and what information is necessary? And if the requisition is a request for information, where to search for this information to pass to the requestor?KCS was created, with certain assumptions common to knowledge management, to deal with obtaining, sharing and transmitting knowledge to improve service, involving incidents and problems. As the methodology itself determines, it can be adapted to aid in forming a useful knowledge basis for handling requisitions. In the first part of the book KCS is presented and commented upon in a detailed manner, including its concepts, objectives and practices. As the theoretical concepts are presented and explained, and that, therefore, a context is provided, in its second part the book develops and presents a practical proposal of planning and implementing a knowledge management system using the practices of KCS. What is being proposed is the use of the conceptual basis of KCS, but not being limited thereto. Indeed, a roadmap resulting from the concepts

as well as the experience and a certain creative boldness of this author is presented. The model proposed is something practical and applicable in companies of any size which have areas of technical support, service-desk, shared services or customer care. As they are practices suggested, they can be adapted, obviously, but their structure has a composition which allows the understanding of the themes in a logical and clear sequence, without ever losing sight of the essential academic concepts of knowledge management and KCS, obviously.

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