



A Guide to Service Desk Concepts

Fourth Edition

Donna Knapp

Guide To Service Desk Concepts Donna Knapp

Barbara Czegel



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A Guide to Customer Service Skills for the Help Desk Professional Donna Knapp, 1999 This book is designed to provide individuals interested in the field of technical customer support a guide to the soft skills and the self management skills needed to deliver excellent customer support at the help desk It provides the reader with a better understanding of what a career in customer support would entail with strong real world computer support examples case studies and exercises The author is a leading help desk consultant trainer and former help desk support engineer and service manager

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