Introduction to Help Desk Concepts and Skills

By Susan Sanderson

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"Introduction to Help Desk Skills and Concepts" is designed to teach students: the importance and benefits of measuring the delivery of customer support; how to create positive interactions with customers; how to identify customer needs; how to meet customer expectations; how to deal effectively with a variety of customer situations; how to work with unrealistic or angry customers; how to gain satisfied customers through better listening; and how to use basic tools and technologies used in the customer support industry.

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Editorial Review

From the Back Cover

Essential IT Skills for On-the-Job Success

Mike Meyers, one of the premier computer and network skills trainers, has developed a learning system designed to teach key IT principles in an easy-to-understand style that will prepare you for an IT career. His proven ability to explain concepts in a clear, direct way makes these books interesting, motivational, and fun.

Inside this book, you will learn to:

- Identify the components of a successful help desk
- Understand the six steps required to process a call
- Accurately document calls
- Determine the root cause of a problem and evaluate possible solutions
- Understand how computer telephony integration (CTI) functions
- Use performance management methods
- Integrate asset management and security policies with technical support
- Learn effective communication skills to deal with a variety of situations and users

CD-ROM features:

- Learning edition of HelpSTAR software for hands-on experience with Help Desk best practices
- Audio recordings of sample Help Desk calls that demonstrate communication techniques

Each chapter includes:

- Learning Objectives
- Reading Check Exercises and Sample Scripts
- Chapter Summaries and Key Term Lists
- End-of-Chapter Quizzes, Projects, and Case Studies
- Skill Focus Sidebars Featuring Help Desk Trends, Careers, and Concepts

About the Author
Susan M. Sanderson, Senior Technical Writer for Chestnut Hill Enterprises, Inc., is the author of the best-selling textbook, Computers in the Medical Office, 7th edition, and is now the author of Practice Management and EHR: The Total Patient Encounter for Medisoft Clinical. She also authored Electronic Health Records for Allied Health Professions, Case Studies for Use with Computers in the Medical Office, and Patient Billing. In her more than ten years' experience with Medisoft, and now Medisoft Clinical, Susan has participated in alpha and beta testing, has worked with instructors to site test materials, and has provided technical support to McGraw-Hill customers. In 2009 Susan earned CPEHR (Certified Professional in Electronic Health Records) certification. In addition, she is a member of the Health Information and Management Systems Society (HIMSS). Susan is a graduate of Drew University with further study at Columbia University.

Users Review

From reader reviews:

Jared Smith:

As people who live in typically the modest era should be change about what going on or info even knowledge to make these keep up with the era that is certainly always change and progress. Some of you maybe will certainly update themselves by looking at books. It is a good choice to suit your needs but the problems coming to an individual is you don't know which you should start with. This Introduction to Help Desk Concepts and Skills is our recommendation to help you keep up with the world. Why, since this book serves what you want and need in this era.

Mia Shaw:

Now a day people who Living in the era wherever everything reachable by connect to the internet and the resources inside it can be true or not call for people to be aware of each facts they get. How many people to be smart in obtaining any information nowadays? Of course the solution is reading a book. Examining a book can help people out of this uncertainty Information particularly this Introduction to Help Desk Concepts and Skills book because this book offers you rich info and knowledge. Of course the info in this book hundred pct guarantees there is no doubt in it as you know.

Lisa Vazquez:

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