



A Guide to Customer Service Skills for the Help Desk Professional, Second Edition

Donna Knapp

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This text has been completely revised to focus on new business topics such as trend analysis, root cause analysis, cost benefit analysis, and measuring return on investment. With less of a focus on technology and more of a focus on "soft" and self-management skills, this book will help students succeed as help desk professionals. The chapters on customer satisfaction and listening techniques can be used as quick reference in the work environment, outside of the classroom. Each chapter explores, in detail, a particular skill required to provide effective customer support and provides proven techniques for implementing the concepts.

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