



## Running an Effective Help Desk, 2nd Edition

By Barbara Czegel

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### Running an Effective Help Desk, 2nd Edition By Barbara Czegel

The definitive guide to setting up and running a successful Help Desk-now updated and expanded to include the latest Web-based technologies.

This book is for you if you are:

- \* A business manager charged with researching, planning, and setting up a Help Desk in your organization
- \* An IT manager who wants to improve the level of technical support and communication within your organization with the latest support technologies
- \* A Help Desk manager looking for guidance on how to upgrade traditional Help Desk functions with Internet- or intranet-related processes.

The thoroughly revised, updated, and expanded Second Edition of the critically acclaimed, first-ever guide to running an effective Help Desk, this book tells you everything you need to know to plan, budget, staff, implement, track, upgrade, and even outsource your organization's Help Desk. Drawing upon her extensive experience as a leading North American expert on Help Desk planning and management, author Barbara Czegel:

- \* Guides you step-by-step through every phase of setting up traditional and Web-related Help Desks for the Internet and an intranet
- \* Provides a wealth of practical advice on all technical, management, and human-factor aspects of running an effective Help Desk
- \* Supplies ready-to-use templates in both Word and HTML formats for an array of Help Desk projects.

On the companion website you'll find:

- \* Real-life Web-based Help Desk examples
- \* All the templates from the book in HTML and Word formats.

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## **Running an Effective Help Desk, 2nd Edition** By Barbara Czegel **Bibliography**

- Sales Rank: #1319631 in Books
- Published on: 1998-03-13
- Original language: English
- Number of items: 1
- Dimensions: 9.20" h x 1.02" w x 7.46" l, 1.77 pounds
- Binding: Paperback
- 464 pages



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### **Editorial Review**

#### **From Library Journal**

Czegel covers all aspects of help-desk design and implementation: staffing, training, evaluation, problem resolution, tracking, marketing, and outsourcing. She covers traditional help desks with telephones and the new help desk on the Internet. Aimed at business managers and information technology departments supporting commercial products, this book will work for general circulating collections that support businesspeople as well as corporate collections. There is also a close fit between the business help desk and the public library reference desk that is providing service for walk-up patrons, voice and FAX phone access, and information via E-mail and the web; as such, this may be useful for libraries considering expanding reference access.

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#### **Review**

"This manual...presents information on this topic in a practical and approachable manner." (From Libraries Unlimited, Library and Information Science Annual, 1999)

"...Barbara Czegel has written a book that will hold your hand if you have to set up or manage a helpdesk and aren't perhaps the most technical or even most organised person in the organisation. The focus of this book is not just on the how, but the why. Czegel writes in a straightforward, uncluttered style, with plenty of insights and lots of checklists..." (Local Government Executive, October 2001)

#### **From the Publisher**

They're the people who feel the wrath of every system crash. And like the rest of the organization, the help desk is being transformed by the potential of intranets, extranets, and the Web. This updated edition to the definitive help desk guidebook now offers timely and practical suggestions for upgrading the service of a help desk using the latest technologies. Ready-to-use templates are included on a companion Web site.

### **Users Review**

#### **From reader reviews:**

#### **Doris Anderson:**

This Running an Effective Help Desk, 2nd Edition are reliable for you who want to be described as a successful person, why. The reason why of this Running an Effective Help Desk, 2nd Edition can be among the great books you must have will be giving you more than just simple studying food but feed you actually with information that probably will shock your previous knowledge. This book is actually handy, you can bring it everywhere and whenever your conditions at e-book and printed types. Beside that this Running an Effective Help Desk, 2nd Edition giving you an enormous of experience like rich vocabulary, giving you tryout of critical thinking that we all know it useful in your day pastime. So , let's have it and luxuriate in reading.

#### **Donald Cauley:**

The actual book Running an Effective Help Desk, 2nd Edition has a lot details on it. So when you check out

this book you can get a lot of advantage. The book was compiled by the very famous author. This articles author makes some research ahead of write this book. This particular book very easy to read you can obtain the point easily after reading this book.

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