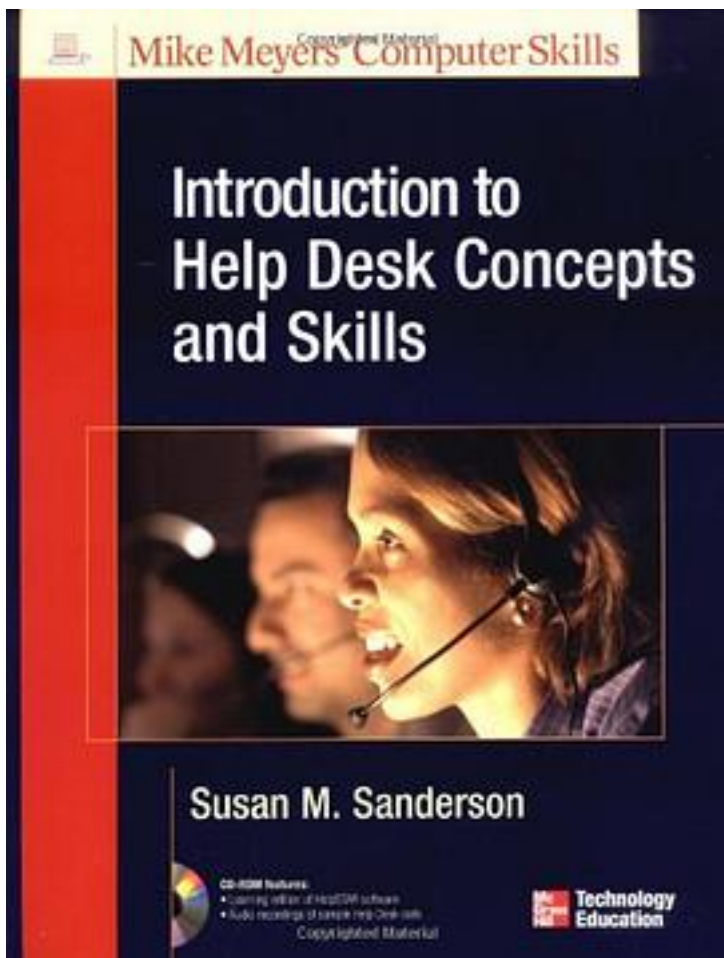# Introduction to Help Desk Concepts and Skills

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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.

作者介绍:

目录:

[Introduction to Help Desk Concepts and Skills_下载链接1_](#)

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