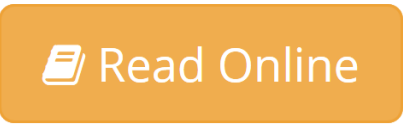


Technical Support Essentials: Advice You Can Use to Succeed in Technical Support

By Andrew Sanchez, Karen Sleeth



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Technical Support Essentials is a book about the many facets of technical support. It attempts to provide a wide array of topics to serve as points of improvement, discussion, or simply topics that you might want to learn. The topics range from good work habits to the way technical support groups establish their own style of work. This book applies theories, models, and concepts synthesized from existing research in other fields?such as management, economics, leadership, and psychology?and connects them to technical support. The goal is to build on the work of others and allow their success to evolve the profession. The book's broad perspective looks at proven practices, legal issues, dealing with customers, utilizing resources, and an array of other topics of interest to tech support professionals.

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Editorial Review

About the Author

Andrew Sanchez is a senior principal support engineer at CA, Inc. He started his technical support career in the early 1990s with different companies and, during his 10+ years of experience he has worked issues, visited clients on escalations, trained and mentored colleagues in the United States and abroad, and seen products and support trends come and go. His invaluable experience is presented to you in a concise and easy-to-read format in *Technical Support: 101 Pieces of Advice to Succeed in Technical Support*. Novice as well as experienced technical support staff will find this book's information useful when dealing with colleagues, management, and clients.

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