



A Guide to Customer Service Skills for the Service Desk Professional (Help Desk)

By Donna Knapp

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The Third Edition of A GUIDE TO CUSTOMER SERVICE SKILLS FOR THE SERVICE DESK PROFESSIONAL explores the changing role of the service desk professional. Each chapter expands upon a particular skill required to provide effective customer support and provides proven techniques for implementing the concepts. Research, references, and resources have been updated in each chapter, and ITIL vocabulary and concepts are reflected throughout the text. New information is also incorporated, such as a discussion of general trends currently affecting the information technology industry and technology trends affecting the service desk. The text focuses on providing individuals with practical instruction on the unique skill set needed to execute the expanding mission of the service desk.

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Editorial Review

Review

1. Achieving High Customer Satisfaction. 2. Developing Strong Listening and Communication Skills. 3. Winning Telephone Skills. 4. Technical Writing Skills for Support Professionals. 5. Handling Difficult Customer Situations. 6. Solving and Preventing Problems. 7. Business Skills for Technical Professionals. 8. Teams and Team Players in a Help Desk Setting. 9. Minimizing Stress and Avoiding Burnout. Appendix: Help Desk Resources. Glossary. Index.

About the Author

An experienced IT professional with more than 30 years in the industry as a practitioner, consultant, and trainer, Donna Knapp currently works as Curriculum Development Manager for ITSM Academy, a full-service provider of IT Service Management education. Ms. Knapp is an ITIL Expert, a Certified Process Design Engineer, a Certified ISO/IEC 2000 Consultant/Manager, a Certified Scrum Master, and she is certified in Knowledge-Centered Support (KCS) Principles. The author of several books on the service desk industry, she has also developed several highly successful seminars, including "Achieving Customer Service Excellence for Service Desk Professionals" and "ITIL at the Service Desk."

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