

A Guide Service Desk Concepts

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Service Desk Management Personnel Size of service desk determines layers of management required Some front-line staff report directly to a manager Some have team leaders or supervisors who handle day-to-day operations Managers focus on more strategic activities such as planning, preparing budgets, and improving service Larger service desks may assign one or more people to each manager position30 A Guide to Service Desk Concepts, Third Edition

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Ch. 1 Introduction to Service Desk Concepts --. The Evolution of Technical Support --. The Evolution from Help Desk to Service Desk --. Components of a Successful Service Desk --. People --. Processes --. Technology --. Information --. Customer Service---The Bottom Line --.

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successful service desk • Why customer service is the bottom line for service desks 2 Chapter 1

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Delaware News Desk Scott Kammerer, president of SoDel Concepts, recently announced that event planner Chase Cline will head up the SoDel Concepts catering department. Cline supervises onsite catering at six of the 12 properties, as well as curbside carry out catering at all locations.

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