

Title:

Dealing with Technical Support - 10 Useful Tips

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545

Summary:

Most people who work in an office environment, buy computer products, or have a computer at ho

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tech,technical,support,computer,phone,help desk,service desk,

Article Body:

Most people who work in an office environment, buy computer products, or have a computer at ho

1.Stay calm ~ Don't yell at the support person on the other end of the phone. He is the

2.Get to the point ~ Ask your question or explain your situation right away. Don't beat

3.Don't be arrogant ~ You are calling technical support because you need help. Don't tr

4.Call for yourself ~ Don't call for a friend, relative, or coworker. It's very difficu

5.Stay at the computer ~ Make sure you are at the computer with the problem when you ca

6.Record the error ~ If you are calling about an error you saw, make sure you write it

7.Find out how many people are affected ~ The priority of your call can be greatly infl

8.Be patient ~ By default, technical support usually has certain questions they are req

9.Know what kind of support is offered ~ Ask around the office before calling to see wh

10.*The Golden Rule*: Technical support is trying to help - The reason you called, in t

These tips aren't just some random bunch of words I have put together. I am one of the people

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