

Technical Support on the Web

Designing
and Managing
an Effective
E-Support Site

Barbara Czege



Technical Support On The Web Designing And Managing An Effective E Support Site

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Technical Support On The Web Designing And Managing An Effective E Support Site:

Technical Support on the Web Barbara Czegel, 2001 In order to stay competitive in today's business world both technology based and nontechnology based organizations must move their sales and product support to the Web This book provides you with all the tools and information you'll need to make that move Leading expert Barbara Czegel clearly shows you how to create an effective Web based support site that meets all of your stakeholder requirements and generates a healthy return on investment Czegel takes you through the entire process of planning staffing designing building marketing and managing your support site She includes templates and examples that you'll be able to follow when developing your site You'll also discover a comprehensive troubleshooting guide that will help you recognize and avoid problems and ultimate disaster in the site creation process And you'll find real world case studies that identify the challenges you'll face when building your site and uncover lessons learned from other companies Focused on the needs of today's business decision makers this book covers The advantages and disadvantages of moving to a Web based support site The most important goals to consider for your site The features that make an effective support site The best way to set up and manage an implementation plan The key steps for evaluating performance and improving the site

The Handbook of Technology Management, Supply Chain Management, Marketing and Advertising, and Global Management Hossein Bidgoli, 2010 The discipline of technology management focuses on the scientific engineering and management issues related to the commercial introduction of new technologies Although more than thirty U.S. universities offer PhD programs in the subject there has never been a single comprehensive resource dedicated to technology management The Handbook of Technology Management fills that gap with coverage of all the core topics and applications in the field Edited by the renowned Doctor Hossein Bidgoli the three volumes here include all the basics for students educators and practitioners

Managing Information Technology in a Global Economy Information Resources Management Association. International Conference, 2001 Today opportunities and challenges of available technology can be utilized as strategic and tactical resources for your organization Conversely failure to be current on the latest trends and issues of IT can lead to ineffective and inefficient management of IT resources Managing Information Technology in a Global Economy is a valuable collection of papers that presents IT management perspectives from professionals around the world The papers introduce new ideas refine old ones and possess interesting scenarios to help the reader develop company sensitive management strategies

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