

Technical Support on the Web

Designing and Managing an Effective E-Support Site

Barbara Czegel

<u>Technical Support On The Web Designing And Managing</u> <u>An Effective E Support Site</u>

H Kauffman

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 quide 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 e 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

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