



## Service Desk Best Practices - Templates, Documents and Examples of the Service Desk in the Public Domain Plus Access to Content.Theartofservice.com Fo

By Allan Rondon

Tebbo. Paperback. Book Condition: New. Paperback. 194 pages. Dimensions: 9.6in. x 7.4in. x 0.5in. Key Book Benefits: Delivers authoritative, field-tested best practices for working with the Service Desk. Covers the full lifecycle, from planning, design, and deployment. Includes access to content. theartofservice.com with job aids, utilities, and full downloads of all documents. Drive Better Productivity and Increase Success with this book - Starting Now Discover Real-World Best Practices-Without Paying Expensive Consultants You're investing in the Service Desk for one reason: to drive major performance improvements across your entire organization. Service Desk Best Practices will help you do just that. Drawing on their experience with dozens of implementations, The Art of Service offers expert guidance on every aspect of Service Desk design and implementation, with results-focused best practices for every area of the organization touched by the Service Desk, including sales, government, marketing, customer service, finance, legal, and IT. This is information you'd otherwise have to pay a consultant 300hour to get. . . information you won't find in any other book! The Art of Service walks you through developing a comprehensive and effective implementation strategy, followed by tactics and specifics to overcome every challenge you face. Through this book and its companion website, content....



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