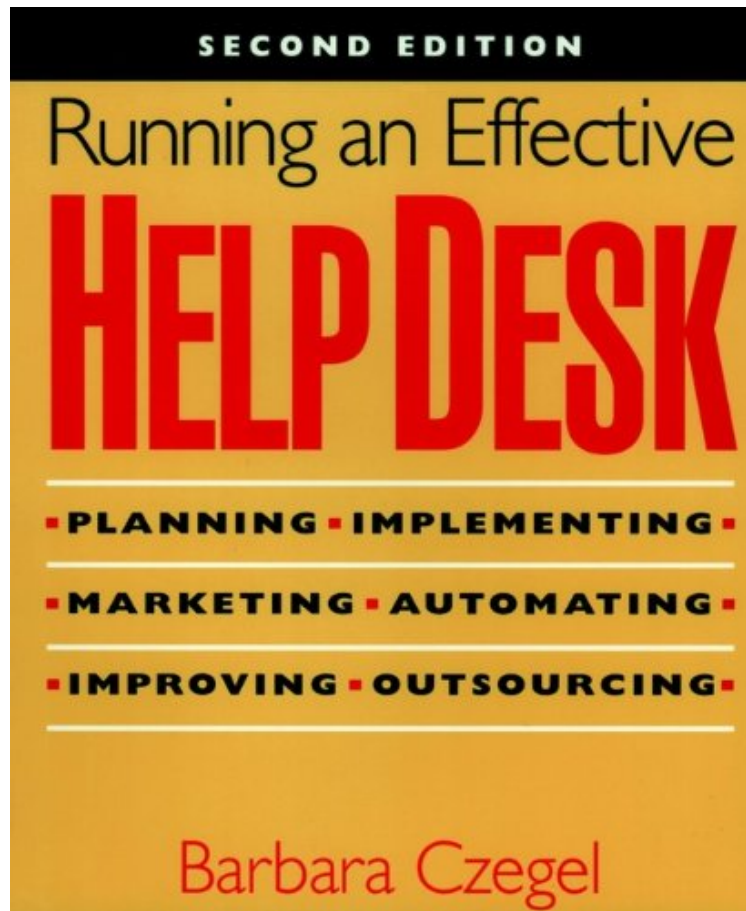


Running an Effective Help Desk

Barbara Czegel

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The definitive guide to setting up and running a successful Help Desk-now updated and expanded to include the latest Web-based technologies. This book is for you if you are: * A business manager charged with researching, planning,

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