Tools and techniques used to provide IT Technical Support

Tools

Telephone
A telephone is a device in which customers are able to call into customer services via telephone accessing their call centres being able to ask for queries based on problems that they are having. For example if a customer were to call into OBAMAMANIA and request some help to fix an issue that they are having with their computer monitor, the person on the other end of the phone in the call centre will be able to provide the customer with some useful feedback benefiting the customer.

Mail
By using the post as a way of providing IT technical support, when a company receives queries on how to fix things they have purchased from them, such as software, if it is crashing and completely damaging their computer system, a customer is able to use the mail as a method to receive technical support on the problem they’re having.

Email
With email this means that by having good communication with customers they can receive not only questions based on problems, but feedback on their products too. For example if OBAMAMANIA has released a software and many problems have come with the software, using email enables the company to directly communicate with customers not only providing responses on how to fix problems, but they may ask customers for reviews on how well or badly their software is going for them, using information as a way to improve software so that they can take in these improvements and fix the problems giving customers exactly what they want in the process.

Internet
The internet can be a way of technical support as it allows customers to search and find out exactly how to solve their problems easily whether they’re on the company’s site or even finding a solution anywhere else on the internet. This is an easy method that benefits customers as the internet is open to a wider variety of solutions to thousands of problems with software or even hardware or anything else technical.

Antivirus
Having an antivirus installed means that it secures protection onto your computer system assuring that when faults such as viruses and worms try to cause problems within the software, an antivirus tries to get rid of the issues and secure a safer system to use.

Techniques

Questions & assessment
Asking questions is a form of communication with people getting answers from another person which has most likely gone through a technical issue and has solved it correctly, and in this case they would be able to provide the customer who has bought the software with some answers that would lead to solving the problem. With assessment, the customer could ask the person they are asking to demonstrate how exactly to solve their problem, and so therefore as the person is fixing the issue, the customer will assess how to do it, take notes and will hopefully remember how to carry out the procedure so they can go ahead and fix the problem as soon as possible.

Monitoring
With monitoring, a customer can tell an IT technician about issues they are having about their software, and so the technician can then monitor their computers with the installed software and see and check out for any problems that occur, for example if the software is not loading, or if over time after the installation or after an upgrade, they can monitor if bugs occur in the software, monitoring problems such as bug crashes, being able to come up with solutions for their customers, improving the software.

Observation
Just like assessing the issue from another demonstrating how to solve an issue with software, by observing faults in the software, customers can take notes on what exactly has gone wrong so that when they email in for some technical support or go to the software makers’ company, they are able to provide the company with what exactly has gone wrong with the software. When a technician is going through with fixing the problem, customers can observe and see what they are doing, assuring that the customer has seen how to solve their technical issues, so that when it comes to carrying out the procedure they need to go through to solve their technical issue, as they have observed what to do they are able to fix the problem that they are having.

Troubleshooting
Troubleshooting enables users to find quick solutions to issues with a click of a button. For example, if the software downloaded has crashed and is not responding, using Microsoft’s diagnostic troubleshooting tool means that it will find a solution as quick as possible, list a set of options for users to select and carry out actions in order to fix the problem, and so the user will choose which option fits and will l hopefully have their problem fixed.