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The discussions on packaging support programs and product call center support organizations gave me insights into the challenges faced by software vendors. These insights have armed me with information from which to craft an approach to effectively deal with vendors who are typically at tier-3 from an internal IT point of view.

~~The Art of Software Support: Tourniaire, Francoise ...~~

This book is aimed at software product support specialists working for software vendors, but is also applicable to internal IT tier-2 support specialists (application support analysts). Some of the information contained in this book will give internal IT help desks ideas on customer satisfaction, support models and help desk management.

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~~The Art of Software Testing: Amazon.co.uk: Myers, Glenford ...~~

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Software support services typically include remote troubleshooting capabilities, installation assistance and basic usability assistance. Remote troubleshooting capabilities may be delivered via telephone and online communication media or without human assistance through automated means that reside on the customer ' s device or are available on the Web.

~~Definition of Software Support Services — Gartner ...~~

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The Art of Service believes that a continuous pursuit of knowledge is the only way to maintain a competitive edge in the world of technology. Far too often, leaders will realize that their existing knowledge is not going to be sufficient for the outcome they are anticipating, and they are at risk of becoming obsolete.

~~Frontpage — The Art of Service, Standard Requirements Self ...~~

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