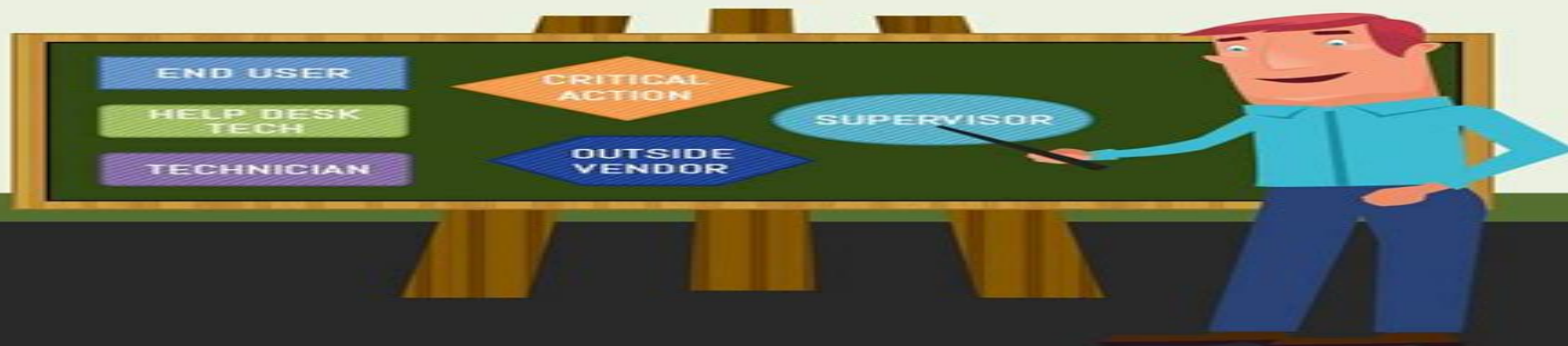
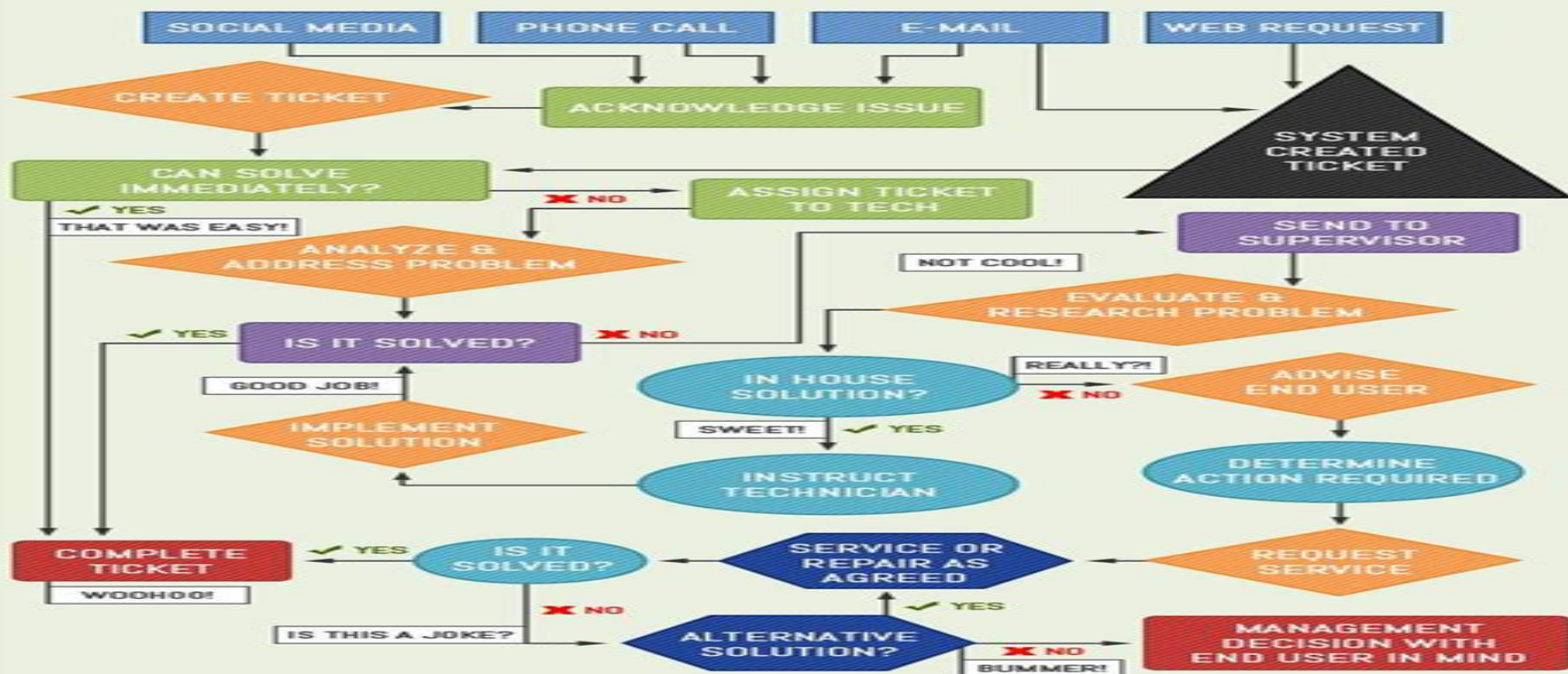


A GUIDE TO TYPICAL PROCESSES AND ESCALATIONS

IN IT HELP DESK ENVIRONMENTS, ORGANIZATIONS HAVE SPECIFIC PROCESSES AND SPECIALISTS TO HANDLE ISSUES. THERE MAY BE SEVERAL LEVELS OF SUPPORT STAFF, AS WELL AS EXPERTS THAT ARE SOMETIMES LOCATED OUTSIDE THE IT ORGANIZATION. WITH AN IT HELP DESK FLOW CHART SUCH THIS ONE, IT'S EASY TO UNDERSTAND HOW END USER ISSUES ARE HANDLED, ROUTED AND SOLVED.



Helpdesk Troubleshooting Guide

Huangqi Zhang

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