

Support Toshiba Com Users Guide

A Guide to Computer User Support for Help Desk & Support Specialists

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What every IT manager and system administrator needs to know about the technology that drives the B2B marketplace The B2B marketplace is rapidly exploding--fast outpacing business-to-consumer e-commerce and expected to reach more than \$7 trillion in sales by 2004. This guidebook equips XML authors, programmers, and managers with the technology know-how they need to create and develop simple yet robust B2B systems from scratch. It provides easy-to-understand explanations on how and why XML and other important technologies such as HTTP and MIME are driving the B2B marketplace. Along with XML and Java code examples, readers will find broad coverage of emerging standards and protocols, including Simple Object Access Protocol (SOAP), ebXML from OASIS/JUN/CEFACT, XML Common Business Language (xCBL), BizTalk, and Commerce XML (cXML).

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Equip current and future user-support professionals with the critical people skills and exceptional technical knowledge necessary to provide outstanding support with Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E. This useful guide focuses on the informational resources and technical tools students need most to function effectively in a support position. Readers develop the skills to handle troubleshooting and problem solving, successfully communicate with clients, determine a client's specific needs, and train end-users, as well as handle budgeting and other management priorities. Clear, balanced coverage in this edition highlights the latest trends and developments, from Web and e-mail-based support to assistance with Windows 7 and cloud computing. Engaging special features, such as Tips and On the Web Pointers, provide important insights, while new Discussion Questions and Case Projects encourage active participation in the learning process. Leading professional software HelpSTAR and Microsoft Office Project Professional 2010 accompany Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E to reinforce the knowledge and skills your students need for success in today's user-support positions. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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