



The Compassionate Geek: Mastering Customer Service for IT Professionals

Don R. Crawley, Paul R. Senness

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A real-world, plain-language how-to guide for delivering amazing customer service to end-users. Now in its second edition, ***The Compassionate Geek*** was written by tech people for tech people.

There are no frills, just best practices and ideas that actually work! Filled with practical tips, best practices, and real-world techniques, ***The Compassionate Geek*** is a quick read with equally fast results.

Here's what you'll find:

- Best practices for communicating with email, including examples
- The four intrinsic qualities of great service providers
- Best practices for communicating using chat and texting
- Ten tips for being a good listener
- Two practical ways to keep your emotions in check
- A flow chart for handling user calls
- What to do when the user is wrong
- How to work with the different generations in the workplace

The book includes links to free online videos that support and supplement the information presented in the book.

All of the information is presented in a straightforward style that you can understand and use right away. There's nothing "foo-foo", just down-to-earth tips and best practices learned from years of working with I.T. pros and end-users.



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