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Computer technical assistance by Dany

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More often users experience situations in which they need some assistance on how to use a computer application or solve some computer problems. Sometimes this involves simple troubleshooting or improving the performance of a computer. Computer manufacturers in response to such customer needs have put up systems of services which are specifically designed to tackle such situations. Computer technical support is a service system provided by computer manufacturers, software designers and other computer application manufacturers to assist users of their services and applications in situations where they need help with certain instructions or on how to carry out repairs on their own.

There are various ways in which such services can be obtained from the manufacturer. The most common systems are the call in systems, by online means, through the company's website or an interactive tool by which users can interact. The calls in systems involve use of phones and occasionally short messaging systems by users who need assistance. When such calls are made, the front end technicians in the company's assistance centre listen and analyze the situation. They determine the problem and if they can handle it at their level, they issue assisting instructions t the user. In this way many users have been able to successfully obtain computer technical assistance.

Online computer technical assistance is another common way in which manufacturers offer their help to users. Mails are sent by the users on the issues they would like to be assisted on. Such commonly involve simple troubleshooting, antivirus and spyware problems. Websites is another means by which users receive assistance services. Users send mails which are received by the technical support teams. The technical support staffs then analyze the mails and give specific replies or answers designed solve the problems. Other tools such as discussion boards are another commonly used method by manufactures to offer computer technical support to users. The user with the problem posts it on the board then more experienced users give their opinion on the help topic. At the end of the day solutions will have been found to the specific computer problems.

For more complex situations that need more involving computer technical support, remote desktop assistance is used. The assisting technicians connect to the user's desktops through the internet. They use programs that allow them to connect and even make changes on the user's computer. This is more helpful in installing or uninstalling an antivirus, spyware or a specific software installation by the manufacturer.

Most of these computer technical support services are free of charge though some of them are paid for. There are various payment methods available in different support arrangement. Time and material is the arrangement in which all the materials and technician hours are paid for by the user. Block hour arrangement is a discounted system that enables the user to befit from service down payment. Outsourcing is used by large organizations for purposes of cost reduction .In this arrangement, the assistance centre may be in a different location far from the where the manufacturer is.

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