

"PLEASE HOLD FOR A REPRESENTATIVE"

A PRACTICAL GUIDE TO HANDLING TECHNICAL SUPPORT

DISCLAIMER: So you finally bought or recently upgraded a personal computer, perhaps this is your first, perhaps it will be your last, or perhaps both. Whichever the case, you are here now, so lets try and make the best of it.

First we would like to disclaim (if that indeed is the legalese for what is about to be said), that if you are easily offended by offhand and almost humorous remarks at your expense please leave now.

Many of the terms and discussions in this book are provided from the perspective of the vast technical superiority complexes computer geeks have fostered over the years. Don't get them wrong, as they are sure you are very good at your chosen profession (and realize that ditch digging, bus driving, and burger flipping can get very taxing at times).

Throughout this book, we the authors, hope to even the odds a bit, and impart the skills that will allow you to handle tech talk without wanting to flush your PC down the drain (it doesn't fit anyway, trust us). After reading, you and your loved ones will once and for all, no longer wonder what all those technical support representatives say about you while you are placed on hold, and what really is an "I-De-Ten-T Error" anyway?

"Our system is so simple a monkey with a hammer can do it...Monkey and hammer not included"



INTRODUCTION: Remember out in the "real world" your tech support representative is more frightened of you than you are of him/her.

This is partially due to their inherit lack of basic social skills (very few can even talk to people without keyboard in hand), and more because most techs are imparted with the knowledge that after being placed on hold for two plus hours, customers often become inclined to search out their technical support representative and beat him/her with a stick.

The latter of which is why no last names are ever given to recipients of technical assistance. Instead only first names are provided along with phone extensions as erroneous as they are long (just try and get back in touch with John at ext. 113578, you would be better off taking those numbers and playing the lottery).

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