Article Side

Different types of technical support services available for electronic equipments by Annphilip

Article published on March 30th 2012 | Others

Now computers became part and parcel of everyoneâ€™s life. When each person owns a computer or lap top, the issues related to software or hardware also increases. If you are a computer savvy then you can solve computer related problems by yourself. But what about those people who are not proficient in computer? They want someone to help them. Technical support has been there since the creation of the first computer. With the increase in the usage of electronic equipments people tried to locate the right kind of technical support for each device.

When someone have problem with computer software, other will have issues related to system virus or speed of the Internet. Some people will be looking for technical support for their cell phone or camera.

What are technical support services?

It is a mix of services that can solve problems related to mechanical or electronic equipment. This can be communication related equipments like fax machines, computers, phones, Internet or Intranet. Technical support department is also offering service support for electronic and electrical equipments like camera.

Different types of technical support services are â€“ On Site technical support, Live Chat support, Remote PC support, PC repair service and Personal Tech service software.

On Site technical service - Most of the companies will have an onsite technical service department to solve issues related to computer or any other electronic or mechanical devices. Itâ€™s the speed and quality of service that measures the On Site technical service teamâ€™s caliber. As they are trained technicians they should fix the problems as early as possible. We can approach on site technical service department for getting new Internet connection, to connect one computer to 2 other computers, to handle large computer network, or to connect fax machine with 2 to 3 computers.

Live chat support- This is one of the common and useful type of technical support service. Most people use this kind of technical support service on its effectiveness and ease of use. If we buy any products online, we will likely get online chat support from the company. For example, if we buy a new microwave oven and we donâ€™t know the functions of each feather touch button. We can approach the customer care and ask for their help. For live chat support we can use an instant chat window almost similar to Yahoo messenger, rather than talking to customer service personal over the phone. They can explain us about the usage of each function in a simple and effective way.

Remote PC support â€“ To solve problems related to system and related accessories most of the people are using remote PC support. During this type of services, the IT expert take control of your computer for some time to figure out the problem and solve it. So many remote pc support companies are providing such type of service in the U.S. This sort of service is ideal for companies that have branches all around the world.

PC repair services- The companies that give this type of service include technical support services. What type of services can be expected from PC repair service team?

â€¢Virus, spyware and malware removal

â€¢PC tune up and optimization

â€¢Data backup and recovery solutions

â€¢Installing, repairing and upgrading operating system

â€¢Trouble shooting software errors

â€¢Technical support for desktop or laptop repair

â€¢Installing and configuring accessories like printers, scanners, monitors etc.

â€¢Digital camera support

â€¢MP3 support

Personal Tech service software â€“ It is a combination of above said services. Here the software that can give information on installation procedures or other technical support will attend queries. Some companies are following this method, as it can save time and labor cost.

A variety of technical support options are available today. Choosing the right one depends on the kind of support you want.

Article Source:
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Annphilip - About Author:
Ann is a freelancer. She likes to write on topics that will be informative. Recently she was searching a topic on her home PC and it took hours to open a site. She called a technical support services and they solved the virus problem within minutes.

Article Keywords:
Technical support services, Hardware support, PC repair services

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