



# Spectacular Support Centers:

Best Practices for Small to Mid-Sized Help Desks and Technical Support Centers  
by Kristin E. Robertson

Thank you for your interest in *Spectacular Support Centers: Best Practices for Small to Mid-Sized Help Desks and Technical Support Centers*. Following are recommended interview questions for the author, Kristin Robertson:

1. Who does this book help?
2. Why the small and mid-market support centers as a target?
3. What types of information can someone expect to receive from this book?
4. What exactly are best practices?
5. How does this book assist a manager to achieve best practices?
6. What best practices are covered?
7. What is the “life expectancy” of this book?
8. Why did you write *Spectacular Support Centers*?
9. How does your background apply to the material covered?
10. If there is one thing you want your reader to know about this book, what is it?