

## Universitas Indonesia Library >> Buku Teks

**Judul:**

A guide to Service desk concepts / Donna Knapp

**Pengarang/Penulis:**

Knapp, Donna, author

**Subjek:**

Computer industry--Customer services ; Computer service industry--  
Vocational guidance ; Computer technical support--Customer services--  
handbooks, manual, etc.

**Nomor Panggil:**

[338.47 KNA g (1), 338.47 KNA g (2)]

**Penerbitan:**

Course Tecnology Cengage

**Link Terkait:**

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