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customers as it relates to service requests, incidents, and

problems escalated by the service desk and the business. This

desktop support training focuses on enhancing the image of the support

organization by providing excellent

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customer service as well as increasing the productivity and capabilities of users, customers, and the business.

## **Desktop Advanced Support Technician Training Course**

The primary audience for this course is the Enterprise Desktop Support Technician (EDST), who provides Tier 2 support to users running Windows 10

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(PCs) and devices in

medium to large  
enterprise

organizations, within a  
Windows domain  
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**(M10982 ...**

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configuration,  
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