

Help Desk Study Guide

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Terminology

- Bench Technician
- Control Center
- Cyberfence
- Firewall
- GDI
- Hard-Disk Loading
- Help Desk
- Hot Docking
- Hot Swapping
- KSA
- Level One Specialist
- Linking
- Outsourcing
- PCL
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- PC Service
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- SQL
- Support Group Analyst
- Sync Center