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Computer Technical Support Gearing Up to Support Artificial Intelligence by
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If a prediction of American computer guru Ray Kurzweil is to be believed than computer is surely to exceed the human intellect by 2020s. Dr Kurzweil holds a pervasive position in the field of technological prediction. His credentials stem from being a pioneer in various fields of computing, such as optical character recognition, optical storage technology and automatic speech recognition. He has anticipated that there will be 32 times more technical progress during the next half century than there was in the entire 20th century.

The figure is quite encouraging but a lot questions are still there, which has to be answered by technocrats in the time to come. Gradually, the computer technology has got momentum in every business domain including manufacturing, sales and customer service. With this a boom in Computer Technical Support sector is enviable. Why to ignore personal users? Nowadays, personal computers and laptops are the prime focus of brands. They are customizing their products so as to suit all age-groups, match every lifestyle and fulfill every demand.

You would be more than happy, as manufacturers are getting more serious now with respect to customer service. Forget, pre-sales services which were offered to allure customers and grab the market-share. Emerging competencies has forced them to go ahead with post-sales customer support as well. Globalization has further brought sophistication in this field with the concept of “outsourcing” and “third-party customer service”. Today, all leading brands such as Dell, HP, M AVG, Kaspersky and others are serving their customers directly or indirectly. Most of them have strategic partnership with third-party online PC repair and maintenance vendors through their reseller or network partnership program. Hence, forget looking for any PC repair shop next time, when you need to fix computer or other accessories.

PC Help is a broad concept; it will deal with operating system, application software, peripheral driver, printers, all-in-one, Internet, network and more. Businesses, enterprises and home users all need a helping hand from technician some or the other time, you can’t predict when your mechanical device is going to corrupt. Now, let’s see how a technician sitting remotely can look into your PC and fix related issues. These days, support portals are making use of proprietary remote software to get the secure access of your machine. In fact, a few also depends upon the remote software such as TeamViewer, Anyplace control, LogMeIn and others, which are developed by renowned vendors. Remote software can also be customized to meet specific demand of the support portal. Generally, these come with easy user-interface; hence, the end-users like you just need to click on the “connect now” or similar icons to permit experts “screen-sharing” to start troubleshooting. No need to configure routers or firewalls.

Your PC repair technicians can gently install, activate, update, upgrade or repair any software program on your machine. He can troubleshoot your attached routers, printers or other peripherals. You may also ask for PC tune-up, virus and spyware removal, e-mail settings and configuration, and any other service to affirm optimum performance and advantage from the investment.

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The author is a technician at Techvedic technologies, a firm that delivers end to end a [Computer Technical Support](#) to clients. a [Fix Computer](#), antivirus support, a [PC Repair](#), router support are few services offered at this one platform along with many others.

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