

# It 284 week 9 capstone checkpoint

[Sociology](#), [Communication](#)



IT/284 Week 9 Capstone Checkpoint: Establishing Seamless Support  
Establishing Seamless Support Enterprise computer support has experienced on-going development to better serve various consumer bases. Write a 200- to 300-word response encompassing strategies that would help minimize miscommunication between the two parties. What components of the problem solving strategy have the greatest effect within a computer support atmosphere?

Miscommunication occurs often between two parties depending upon the scenario; the main focus is how the person that is communicating holds the audience. It is critical to tear down the communication lines and that by itself, would not be enough action open the lines of communication enough to conduct proper business. How might the support specialist and customer both be satisfied if there has to be compromise from one side of the conversation?

Communication is directed towards an audience solely based on their comprehension of the entire thought process of the person presenting the material, in the message being delivered. Regardless of formatting, messages for the most part, are highly predictable, and repetitive; which helps individuals conquer difficulties brought on by barriers within the communication process.

Also; repeating information effectively helps get the point across to an audience as the main part of the message, and this allows the audience to retain the focus points of the communication. An example of this would be, if the speaker gives a long presentation, which includes key elements of the message. In this case key elements would be lost, so it is imperative to

emphasize the points of the message with a method of repetitious messaging; another method that can be utilized for the purpose of communicating main points.