

Overview

This event provides recognition for FBLA members who demonstrate an understanding of and ability to provide technical assistance to end users. The ability to provide technical assistance to the users of computer hardware and software is essential to the success of any organization and its continued operation.

This is an individual event. This event consists of two parts: an objective test and a performance. The objective test is taken and the top fifteen individuals scoring the highest on the objective test will advance to the final round and participate in the performance component.

This is an individual event.

Competencies and Task Lists

http://www.fbla-pbl.org/docs/ct/FBLA/help_desk.pdf

Website Resources

- Help Desk Institute
<http://www.ThinkHDI.com>

HELP DESK SAMPLE QUESTIONS

1. A request that is beyond the capabilities of the service desk are:
 - a. terminal service request
 - b. global service request
 - c. intermediary service request
 - d. out-of-scope service request

Competency: Help Desk Operations

2. A set of tools and databases used to store, manage, and present information sources is:
 - a. KMS-knowledge management system
 - b. KB-knowledge base
 - c. KAA-knowledge action activator
 - d. KEDB-known errors database

Competency: Help Desk Operations

3. What is it called when a user interacts with a database of information by pressing keys on a telephone or speaking simple words into the telephone?
 - a. TPR-teleprompting
 - b. RAC-response administration control
 - c. IVR-interactive voice response
 - d. VQ-voice queuing

Competency: Help Desk Operations

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4. Personal computer software product that is developed and distributed commercially is known as:
- a. proprietary software
 - b. off-the-shelf software
 - c. integrated software
 - d. open source software

Competency: Help Desk Operations

5. A technology that transmits voice communications over the Internet rather than telephone lines is:
- a. digiphone
 - b. voice over IP
 - c. Wi-Fi
 - d. digital communications

Competency: Help Desk Operations

6. The diversified demand of a technical support desk lends itself to the following because the demands are too great for a single analyst.
- a. individuation
 - b. team setting
 - c. role playing
 - d. goal setting

Competency: Help Desk Setting

7. This device filters out noise from the service desk that the customer may hear (e.g., phone ringing, people talking nearby).
- a. audio cancellation monitor
 - b. audio defibrillator
 - c. noise-canceling microphone
 - d. noise-canceling headset

Competency: Help Desk Setting

8. A filtering process that helps agents identify problems and quickly respond to requests for information, often without initiating a formal incident is:
- a. verifying
 - b. qualifying
 - c. pre-screening
 - d. authenticating

Competency: Help Desk Setting

9. Which one of the following is **not** an electronic threat to security of computer systems?
- a. proliferation of malware software
 - b. lack of encrypted data transmission
 - c. keypad entry locks permitting unauthorized access
 - d. operating system software bugs permitting access by unauthorized users

Competency: Help Desk Setting

10. A sequence of tasks that must be completed on time to meet a project's deadline is:

- a. task assignments
- b. project scenario
- c. task trafficking
- d. critical path

Competency: Help Desk Setting

11. A learning method on the higher continuum of retention/performance is called:

- a. listening
- b. observing
- c. reading
- d. problem solving

Competency: Information Component

12. A common ACD feature that sends calls to another agent queue when one queue is long or calls have been in a queue longer than a pre-defined time period is:

- a. overflow routing
- b. call monitoring
- c. call distribution
- d. lost call reporting

Competency: Information Component

13. This refers to hardware or software that appears in ads or press releases but **not** yet available for sale.

- a. patches
- b. versions
- c. vaporware
- d. shareware

Competency: Information Component

14. The continuous operation of a computer or component over a 48-72 hour period to discover obvious operational problems is known as:

- a. burn-in test
- b. conflict identification
- c. module analysis
- d. proactive diagnostics

Competency: Information Component

15. ____ periodically checks a vendor's website for recommended updates to bring software up to current specifications.

- a. Update diagnosis
- b. Software downloads
- c. Software monitoring
- d. Automatic updates

Competency: Information Component

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16. What is the field that studies how to design a workplace that promotes worker health, safety, and productivity?
- a. biometrics
 - b. ergonomics
 - c. economics
 - d. biologics

Competency: Help Desk Concepts

17. Which one of the following is **not** a common remote support technology?
- a. remote control system
 - b. remote monitoring system
 - c. self-healing system
 - d. process management system

Competency: Help Desk Concepts

18. Tracking and resolving incidents, such as a jammed printer or an illegal operation error message is:
- a. incident management
 - b. incident traffic management
 - c. incident queuing
 - d. incident engineering

Competency: Help Desk Concepts

19. What terms refer to an incident that is causing significant business impact?
- a. service request incident
 - b. trouble ticket incident
 - c. malfunction incident
 - d. major incident

Competency: Help Desk Concepts

20. Email response management systems:
- a. manage the queuing of incoming telephone calls
 - b. manage high-volume chat, email, and web messages
 - c. manage feasibility studies
 - d. manage needs assessments

Competency: Help Desk Concepts

21. When you introduce the customer and the service provider to whom you are transferring the call but you don't stay on the line, it is called:
- a. warm transfer
 - b. cold transfer
 - c. hot transfer
 - d. conference transfer

Competency: Help Desk Roles & Responsibilities

22. A healthy form of stress that keeps you motivated and enables a sense of accomplishment is:

- a. ministries
- b. resistance
- c. environmental stress
- d. eustress

Competency: Help Desk Roles & Responsibilities

23. The act of using words to influence your thinking in a positive way is:

- a. self-recrimination
- b. self-monitoring
- c. positive self-talk
- d. self-assessment

Competency: Help Desk Roles & Responsibilities

24. What item is **not** a technique for staying in control as a help desk agent?

- a. specify software
- b. diffuse an angry customer
- c. stay calm under pressure
- d. learn to respond, not react

Competency: Help Desk Roles & Responsibilities

25. A standard set of text, questions, and behaviors particularly useful when providing technical support is called:

- a. priorities
- b. target resolutions
- c. script
- d. directives

Competency: Help Desk Roles & Responsibilities

26. What is it called when a person performs corrective action that repairs, replaces, or modifies the source of a help desk incident/problem?

- a. decision
- b. ticketing
- c. modification
- d. resolution

Competency: Help Desk Process and Procedures

27. Verify that corrective action was successful and that all incident and problem details are recorded accurately and completed is called:

- a. incident management
- b. traffic monitoring
- c. problem analysis
- d. closure

Competency: Help Desk Process and Procedures

28. Often prepared in the form of a side-by-side comparison or balance sheet that lists costs on one side and benefits on the other is known as:

- a. cost benefit analysis
- b. survey instrument
- c. data collection report
- d. prototype report

Competency: Help Desk Process and Procedures

29. A process that involves several paths or approaches to problem solving is:

- a. didactic
- b. iterative
- c. inductive
- d. sequential

Competency: Help Desk Process and Procedures

30. What is it called when you try to troubleshoot a help desk problem, analyze one's thought processes, and say "Where did I go wrong solving this problem?"

- a. hypothesis testing
- b. deductive reasoning
- c. metacognition
- d. creative processing

Competency: Help Desk Process and Procedures

HELP DESK SAMPLE ROLE PLAY

PARTICIPANT INSTRUCTIONS

1. You have ten minutes to review the case.
2. Presentation time is five minutes. At four minutes the timekeeper will hold up a colored card indicating you have one minute left and at five minutes the timekeeper will hold up a card indicating time is up.
3. The presentation is interactive with the judges who will ask questions throughout the presentations. One judge will play the role of Genevieve who is a customer. You will play the role of a help desk manager for Powell Consulting, Inc.
4. You will be given two note cards to use.
5. Cover all the points described in the case and be prepared to answer questions.
6. The presentation is interactive with the judges who will ask questions throughout the presentation.

PERFORMANCE INDICATORS

- Communications skills—the ability to exchange information and ideas with others through writing, speaking, reading, or listening
- Analytical skills—the ability to derive facts from data, findings from facts, conclusions from findings, and recommendations from conclusions
- Production skills—the ability to take a concept from an idea and make it real
- Priorities/time management—the ability to determine priorities and manage time commitments

CASE STUDY SITUATION

Background

You are the help desk manager for Powell Consulting, Inc., a mid-size customer support center. Your company responds to telephone based service calls for several large computer manufactures.

Situation

Genevieve, who purchased her laptop computer to do her online college courses, is having trouble with the touchpad on her computer. Often, when she moves her cursor to a position and begins typing, the placement of the text moves up or down on the screen. She has an assignment due in one of her classes tomorrow, but it is taking her so long to type her paper that she may **not** meet the deadline. The problem is so infuriating Genevieve that she now wants to return the unit for a refund so that she can purchase a different laptop from a competitor vendor.

Tasks

You have received Genevieve's phone call and must decide what to do next.

Genevieve is already frustrated, upset, and is short on time when she calls and is in need of immediate assistance. You calm her down by explaining that you can fix her problem and have her machine operating today so that she will be able to submit her assignment tomorrow. You ask her to repeat and explain the steps she takes when her cursor jumps up or down on the screen. When she is finished, the text does indeed show up above or below where she wants it. What should you do next? How can you fix the problem she is having so that she will keep the unit?

Help Desk Answer Key

1) D	11) D	21) A
2) A	12) A	22) D
3) C	13) C	23) C
4) B	14) A	24) A
5) B	15) D	25) C
6) B	16) B	26) D
7) C	17) D	27) D
8) C	18) A	28) A
9) C	19) D	29) B
10) D	20) B	30) C

Hospitality Management Answer Key

1)D	11)D	21)C
2)D	12)B	22)C
3)D	13)A	23)A
4)D	14)D	24)A
5)C	15)B	25)B
6)C	16)D	26)C
7)A	17)C	27)B
8)C	18)D	28)B
9)B	19)A	29)B
10)B	20)D	30) D

Insurance & Risk Management Answer Key

1) C	11) D	21) C
2) B	12) B	22) A
3) D	13) C	23) C
4) B	14) D	24) C
5) A	15) B	25) A
6) C	16) D	26) B
7) C	17) D	27) D
8) D	18) C	28) A
9) B	19) D	29) C
10) D	20) D	30) D

Introduction to Business Answer Key

1) A	11) B	21) D
2) D	12) D	22) D
3) A	13) A	23) D
4) A	14) A	24) A
5) C	15) C	25) C
6) A	16) A	26) B
7) A	17) B	27) D
8) B	18) D	28) C
9) D	19) A	29) B
10) D	20) D	30) B