

11.2.6 SOLUTIONS

1. *Make Your Help Desk Accessible*

For this task, you will want to ensure that your voicemail greeting includes the following items.

- The name of the individual or organization the caller has reached
- An expression of apology for missing the call
- Normal business operating hours
- Alternative methods of contact (if applicable)
- Request a message including the callers name (and organization if applicable), a call back number, and the reason for the call
- A salutation

Example of a High Quality Voicemail Greeting

*Thank you for calling **XYZ Corp.** We apologize in advance for missing your call. Our business operating hours are **8 AM to 5 PM Pacific Time, Monday to Friday.** You may also contact us at **customerservice@xyzcorp.com.** Please leave your name, telephone number, and your reason for calling today, and we will return your call as soon as possible. Please record your message at the tone and have a wonderful day.*

2. *Log Incoming and Outgoing Phone Calls*

A detailed log for incoming and outgoing phone calls should include the following items:

- Incoming vs Outgoing
- Name of caller (for outgoing, this is the employee making the call)
- Name of callee (for outgoing, this is the person being called)

- Date of call
- Time of call (either use 24 hour time or include AM vs PM)
- Number of caller (if incoming)
- Number of callee (if outgoing)
- Description of call
- Notes

3. *Practice Mock Phone Calls*

Target criteria for each of the mock calls.

Pleasant Caller

For this caller, be sure to thank them for their time. Explain what the issue is and when you expect it to be resolved. Express your apologies for their having technical issues. If possible, make note to give them a call back when the service is available again.

Angry Caller

For this caller, it is crucial that you stay calm and poised. They are going to try to get you to get angry in retaliation. This caller will have a lot to say, and isn't interested in hearing much. Rather than try to reason with this caller, simply reassure them that you understand their issue and apologize for the inconvenience. This caller may get personal, but just maintain composure. Answer objectively and appropriately. It can be easy to get pressured by this sort of caller to either provide either false information (I think the service might be back up later this afternoon) simply to provide an answer to their question, or to provide confidential or privileged information (the service is down because we were hacked). Remember that an upset phone call is only a temporary event and will be over soon, and focus on making the customer as happy as possible, even if they appear unhappy.

Nonsense Caller

For this caller, be sure to be respectful and not dismiss their call. Yes it may be annoying, and you may have other more time sensitive matters to attend to. Simply hear them out, answer any questions appropriately. Make an effort to end the phone call, but do not just hang up on the individual. If the call is getting too long, request that the customer

call you back later. If you absolutely must leave the call, express your sincere apology for having to end the call abruptly.

4. *Answer Technical Help Desk Questions*

- (a) Direct the caller to open file explorer and navigate to the folder containing the new files. Explain to them how to view the files in **Details** view. If file type is not a visible option, instruct them to enable the file type check box in the column names. Also have them note the extension on the end of the file. A non-exhaustive list of common file types which may be malicious includes executable file types (.exe, .bat, .msi, etc.), Microsoft Office file types (.docx, .pptx, .xlsx), and script file types (.py, .sh, .pl, etc.).
- (b) Explain to the caller that because passwords protect our accounts from being accessed by an unauthorized user, it is important to regularly change passwords. In the event that a password has been compromised, a password change can prevent the unauthorized user from maintaining access to our assets. Explain to the caller that password policies are in place to prevent users from creating simple passwords which can easily be cracked by a malicious user. Explain your created password policy and why you chose what you did (i.e. length vs. complexity).
- (c) Explain that new vulnerabilities are discovered regularly and updates are regularly released to mitigate against the aforementioned vulnerabilities. Without these updates, the user's devices remain vulnerable and be the target of a cyber attack. In order to ensure no work is lost, suggest that the caller save any documents he/she is working on at the moment and close any applications which may be running.