

11.2 LABORATORY EXERCISE

In this laboratory exercise, the student will be introduced to the basic concepts of performing customer service as it applies to cyber defense competitions.

Performing Customer Service at Competitions



11.2.1 SPECIFICATIONS

This laboratory exercise will not require any technology. Rather, perform the exercises on your own, or with a partner(s).

11.2.2 LEARNING OBJECTIVES

- Creating a Voicemail Greeting
- Documenting Telephone Calls
- Responding to Caller Requests
- Maintaining Poise Under Pressure
- Responding to Technical Requests

11.2.3 MAPPING TO NIST NICE FRAMEWORK

This laboratory exercise is intended to increase the student's skills at providing effective customer service. At cyber defense competitions, students can expect to have at least one indi-

vidual performing customer service tasks such as answering phone calls, responding to technical help desk requests, and documenting incoming requests. This laboratory exercise maps to the following KSAs from the NIST NICE Framework:

- Cybersecurity and Privacy Principles (K0004)
- Cyber Threats and Vulnerabilities (K0005)
- Electronic Devices (K0114)
- File Extensions (K0116)
- Industry Best Practices for Service Desk (K0237)
- Basic Operation of Computers (K0302)

11.2.4 NECESSARY BACKGROUND AND EXPECTED COMPLETION TIME

This laboratory exercise does not have any necessary background. Because the exercises are open ended, expected completion time will be omitted. If being conducted in a course or other time-constrained environment, adjust the amount of time allocated for each challenge.

11.2.5 CHALLENGES

1. *Make Your Help Desk Accessible*

An organization needs to be accessible. One of the forms of contact that an organization has is the telephone. While it is ideal to have individuals on hand to field incoming phone calls at all times, this is not always possible. Rather than leave callers with a dead line at the end of an attempted call, having a pleasant voicemail greeting is in the interest of the organization.

For this task, create a voicemail greeting for a fake organization. Compare your voicemail to the one included in the solutions to identify strengths and weaknesses of your voicemail greeting.

2. *Log Incoming and Outgoing Phone Calls*

The importance of logs cannot be overstated, even when it relates to telephone calls.

Logging phone calls ensures that a record of all incoming and outgoing calls is kept. These records can be used to recall information from a previous call with an individual, document any requests made by the caller, and remind you to call an individual back when more information is available, among other things. Logs are only as effective as the details recorded; if your organization only logs the name of an individual and their telephone number, there is no meaningful information in the log which can be helpful later. Consider what details would be helpful in a telephone call logging sheet.

For this task, see the sample log sheet seen in table 11.1 and identify weaknesses. Then create your own sheet with information you feel would be helpful in a telephone call log. Compare the criteria you create with the criteria in the solutions.

Caller Name	Time of Call	Receiving Employee
John Doe	11:43	Trey

Table 11.1: *Sample Call Log with Entry*

3. *Practice Mock Phone Calls*

Phone calls can be intimidating in a professional environment, especially for an individual who does not have experience fielding telephone calls. This task will help individuals develop some familiarity with the process and increase comfort. There are three common types of phone calls which a team receives at competitions; these are the pleasant customer, the angry customer, and the nonsense customer. The pleasant customer will have a legitimate reason for calling and has patience for the individual answering the telephone. The angry caller has a legitimate reason for calling but lacks patience. This customer will have many demands and will require answers quickly. The nonsense caller does not have a legitimate reason for calling. They may be a spam caller or someone trying to waste the organization's resources. Despite this, one cannot be rude to the nonsense caller, however, efforts should be made to respectfully but quickly end the call.

For this task, there are three sample phone call scripts below. In the first scenario, your organization's billing system on the webpage is down. For the second scenario, the caller is upset that he cannot access the webpage. In the third scenario, the caller is trying to

sell you pizza rolls. Perform this exercise in groups of two, one individual acting as the caller, the other as the recipient. The scripts provide sample topics for the conversation, however, you may choose to make the conversation more natural by steering it in your desired direction. For tips on how to handle the angry caller, see the solutions.

*Incoming call from 555-111-2222. Good morning, this is **Insert Name** from **Insert Organization Name**. I had a question regarding your website. **Response**. I noticed this morning that I wasn't able to access my electric bill. Is there something wrong with the website? **Response**. Oh I see, well, when will the issue be resolved? **Response**. Okay, thank you for the information. I will look forward to **Insert time/date** when I will be able to access my bill. **Response**. Thank you for your help, have a nice day!*

*Incoming call from 555-222-3333. Hey, this is Jeff. What's wrong with your website bro? **Response**. Yeah look, I don't really care, I gotta pay my bill today or else I'll have a late fee. **Response**. Dude, are you telling me that you can't just fix it? What are you good for? **Response**. Can you just tell me when it'll be back up? **Response**. Hmm, yeah, I can't wait that long man! I need it sooner. **Response**. C'mon. Can't you just do some IT magic and make it work already? I pay for a service with you guys, I expect the page to be working! **Response**. **Continue upset questions with increased urgency as long as seen fit, the goal is actually to see if the recipient will crack under pressure.** All right, fine whatever. I'll be calling back later, with my boss on the line! It better be working by then!*

Incoming call from 555-888-4444. Dude, this is Jenny from the pizza roll company, wanna buy some pizza rolls?

***Response.** But let me explain the deal to you first. **Response.** Nah, I'm gonna go ahead and explain it anyway. So our current offer is 15 boxes of pizza rolls for only 25 dollars! The variety includes pepperoni, sausage, and combination. **Response.** Now, you've been real nice, so let me tell you about a secret offer we have, right now we can get you 30 boxes of pizza rolls for only 50 dollars. So what do you say, are you interested? **Response.** Okay, you drive a hard bargain, but how about 30 boxes for 45 dollars. **Response.** At this point, just keep them on the line as long as possible.*

4. Answer Technical Help Desk Questions

Tech desk employees will have to be able to answer some degree of basic questions related to information technology. There are common tasks which they will have to be familiar with as well. Additionally, they will need to be familiar with organization policies well enough to be able to answer questions or at the very least defer to an appropriate party. For this task, answer the following sample technical questions:

- (a) A caller notices there are many new files on their machine which they don't remember being there previously. They are concerned that the files may be malicious. The caller is using a Windows machine with the standard file explorer. You want to know the extension of the files to make an initial determination if they are malicious.
How you would direct the caller to tell you the file extensions?
What are some common file types which may be malicious?
- (b) A caller notices that they are requested to create a new password. They are confused

why they need to do this. How would you explain to the caller why they need to change their password.

The same caller calls back later in the afternoon (logs would help you to know it is the same caller) confused why their new password isn't being accepted. Your organization has a new password policy with complexity requirements. Create the password policy and share with the customer what complexity requirements must be met.

- (c) A caller is upset that their computer will have to restart in 15 minutes to apply updates. Explain to the caller why updates are important, and then suggest any steps the caller should take in the next 15 minutes to ensure no work is lost.