Customer Support Representative Assessment for GOA Games LTD.

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1. An IP address is best defined as...

A. An IP Address is a unique number consisting of 4 parts separated by dots (eg: 217.247.84.89) associated with every system connected to a network

B. Internet Provider Address. The address of a company that provides individuals and other companies access to the Internet.

C. The location of Internet Packets measured in kilobytes on a network.

D. All of the above.

2. Malware is best defined as...

A. A computer program designed to protect the operating system from viruses.

B. Microsoft Arithmetic LAN software. Software run in the background of any Windows based computer system used to manage network connections

C. Software designed to infiltrate or damage a computer system without the owner's informed consent.

D. None of the above.

3. Which one of the following best defines the term Operating System?

A. The software that allows computer users to run applications with the hardware of a specific system. Microsoft® Windows® or Apple® Computer's OS are examples of operating systems.

B. The master control program that manages a computer's internal functions and provides a means of control to the computer's operations and file system.

C. The software that manages the hardware and software interface of a computer.

D. All of the above.

4. Which one is not an output device?

A. Printer

B. Monitor

C. Modem

D. Keyboard

5. One MB is equal to...

A. One thousand bytes

B. 1 billion bytes

C. The amount of RAM in every computer

D. 1024KB

6. Select the 3 graphics files from the list below.

A. Untitled.nfo

B. Untitled.jpg

C. Untitled.bmp

D. Untitled.ogg

E. Untitled.tiff

7. Select the URL from the list below.

A. Spiderm0nkey@gmail.com

B. Http://www.yahoo.com

C. D:\downloads\standard

D. 192.168.0.1

8. Which of the following programs is not an email client.

A. Microsoft Outlook 2003

B. Windows Live Mail

C. Mozilla Firefox

D. Outlook Express 6

9. A modem is best defined as...

A. A device that allows you to connect your PC to to an internet service.

B. A piece of computer software that is used to browse the web. (eg: internet explorer)

C. An interconnected group of computers.

D. A program that prevents other people on the Internet from accessing your computer and your files.

10. What is the shortcut for PASTE?

A. Ctrl + P

B. Ctrl + V

C. Ctrl + C

D. Caps Lock + V

11. On a scale of 1 to 10, how would you rate your technical skills and knowledge? (1 being ‘weak’ and 10 being ‘exceptional’.

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| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |