**Module 4** :- Troubleshooting and Help desk

**Ans 1** > C

**Ans 2** > C

**Ans 3** > B

**Ans 4** > true

**Ans 5** > true

**Ans 6** > true

**Ans 7** > There are few steps follow to troubleshooting :- 1) Check Power Supply 2) check POST 3) remove external device 4) check the hardware issues 5) reset default settings.

**Ans 8)** > Go through the steps such as 1) open cmd and type ipconfig look like - IPv4 Address (e.g., 192.168.1.5)  
- Subnet Mask (e.g., 255.255.255.0)  
- Default Gateway (e.g., 192.168.1.1)

2)release or renew ip address

3) check dns configuration

4) Verify connectivity :- use ping 8.8.8.8 in cmd (check internet is working or not)

**Ans 9** > In technical support effective communication is essential . Good communication helps support workers understand the problem, explain solutions clearly, and make users feel comfortable. In this eassy is discuss about why is it important and how much skills matter a lot in. Worker need to understand the user’s problem. Good communication helps make this job easier and more successful. communication helps in understanding the problem clearly. When a customer calls or messages with an issue, the support person must listen carefully and ask the right questions. This helps them know exactly what is wrong and find the best way to fix it. Now customer don’t know about the new technology so they want to helpdesk in that time because they are help to step by step understand the new devices and also their language so they understand the device. Communication help to build a trust and keep the customer. Sometime customer are angry or worried because sometime is not working. Helpdesk when calm and friendly , good voice along with respectful language can make the customer feel heard and supported. Another reason, they not only talking but also they write a emails, chat messages or reports. The support person must be able to write helpful and professional messages, so the customer gets the right help even if it’s not a phone call. strong communication skills help work better in a team. you often need to talk to other team members, pass on issues, or report problems.