

Chapter 7

Satisfying Customer Needs

Reviewing the Basics

1. Name five job roles that can all be categorized as a PC technician.

PC support technician, PC service technician, technical retail associate, bench technician, help-desk technician

2. Of the five jobs in Question 1, which one job might never include interacting with the PC's primary user?

Bench technician (depot technician)

3. Assume that you are a customer who wants to have a PC repaired. List five main characteristics that you would want to see in your PC repair person.

Answers may vary. Possible answers: Positive and helpful attitude, own the problem, be dependable, be customer-focused, be credible, maintain integrity and honesty, know the law with respect to your work, act professionally, perform your work in a professional manner.

4. What is one thing you should do when you receive a phone call requesting on-site support, before you make an appointment?

Ask questions to identify the problem and ask the caller to check and try some simple things while on the phone with you.

5. You make an appointment to do an on-site repair, but you are detained and find out that you will be late. What is the best thing to do?

Call the customer and explain the situation. Agree on a new time of arrival.

6. When you arrive for an on-site service call, how important is your greeting? What would be a good greeting to start off a good business relationship?

The first impression is very important as it sets the tone for the entire visit.

Possible first greeting: “Good morning, my name is xxx. Are you Mr. Xxxx?”

7. When making an on-site service call, what should you do before making any changes to software or before taking the case cover off a computer?

Ask the user to describe the problem in detail. Then ask permission to service the computer.

8. What should you do after finishing your PC repair?

Verify everything is working. Then ask the customer to do the same. Fill out the paperwork.

9. What is a good strategy to follow if a conflict arises between you and your customer?

Stay professional. Allow the customer to vent. Listen carefully. Do what you can to solve the problem. Escalate if necessary.

10. If you are about to make an on-site service call to a large financial organization, is it appropriate to show up in shorts and a T-shirt? Why or why not?

No, you are expected to dress professionally and appropriately for the environment.

11. You have exhausted your knowledge of a problem and it still is not solved. Before you escalate it, what else can you do?

Ask a knowledgeable coworker for help.

12. If you need to make a phone call while on a customer's site and your cell phone is not working, what do you do?

Ask permission to use the phone.

13. When someone calls your help desk, what is the first thing you should do?

Identify the person and determine they are entitled to receive your help.

14. What is one thing you can do to help a caller who needs phone support and is not a competent computer user?

Allow the customer to ask questions.

Be patient and take the customer through each step slowly.

15. Describe what you should do when a customer complains to you about a product or service that your company provides.

Allow the customer to speak without your getting defensive.

Take notes and send the information to the right person in your organization.

Be an active listener. Show you care.

16. What are some things you can do to make your work at a help desk easier?

Use a telephone headset. Have all available resources handy. Keep notes as you work.

Follow along with the user on your own computer screen.

17. When applying for a position as a help desk technician you discover the job interview will happen by telephone. Why do you think the employer has chosen this method for the interview?

Possible answer: To find out how well you handle yourself on the telephone.

18. What is the primary importance of a chain of custody document?

Answer: To assure that evidence of a possible crime will be properly admitted into a court of law.

19. In a Home Theater PC, what is the purpose of an HDMI output port?

Answer: To output video/audio to television.

20. In a Home Theater PC, why might you need an HDMI input port? Which type of adapter card might provide this port?

Answer: To connect the HTPC to a TV cable box. A video capture card might provide an HDMI input port.

21. Which system requires the best graphics card, a CAD workstation or a virtualization workstation?

Answer: A CAD workstation.

22. Which is generally a better GPU, one in the NVIDIA Quadro family or one in the NVIDIA GeForce family?

Answer: The NVIDIA Quadro family of GPUs.

23. Which socket does Intel recommend you use with liquid cooling?

Answer: Socket LGA2011

24. How many speakers or sound channels does surround sound version 5.1 use?

Answer: Up to six channels and speakers.

25. Why is it important that a virtualization workstation have a lot of RAM?

Answer: Because each VM might tie up its full amount of RAM when the VM is running.

Thinking Critically

1. You own a small PC repair company and a customer comes to you with a PC that will not boot. After investigating, you discover the hard drive has crashed. What should you do first?

- a. Install a hard drive the same size and speed as the original.
- b. Ask the customer's advice about the size drive to install, but select a drive the same speed as the original drive.
- c. Ask the customer's advice about the size and speed of the new drive to install.
- d. If the customer looks like he can afford it, install the largest and fastest drive the system can support.

c. Ask the customer's advice about the size and speed of the new drive to install.

2. You have repaired a broken LCD panel in a notebook computer. However, when you disassembled the notebook, you bent the hinge on the notebook lid so that it now does not latch solidly. When the customer receives the notebook, he notices the bent hinge and begins shouting at you. What do you do first? Second?

- a. Explain to the customer you are sorry but you did the best you could.

- b. Listen carefully to the customer and don't get defensive.
- c. Apologize and offer to replace the bent hinge.
- d. Tell the customer he is not allowed to speak to you like that.

First b, then c.