

# Unit 12 Assignment 2

**SOURCE TECHNICAL INFORMATION TO PROVIDE ADVICE AND GUIDANCE FOR A VARIETY OF FAULTS (P4)**

**USE DIFFERENT COMMUNICATION ROUTES TO PROVIDE ADVICE AND GUIDANCE (P5)**

**RESPOND APPROPRIATELY TO END USERS (P6)**

**CHECK SOLUTIONS AND RECORD ACTIONS (P7)**

**JUDGE THE VALUE OF DIFFERENT SOURCES OF SUPPORT MATERIAL (M3)**

**PROVIDE ADDITIONAL SUPPORT MATERIAL TO USERS**

**DEMONSTRATE EFFECTIVE COMMUNICATION SKILLS WITH DIFFERENT TYPES OF END USER (D2)**

**Source of technical information to provide advice and guidance for a variety of faults (P4)/  
Check solutions and record actions (P7)(4 solutions for each)**

**(P4 and P7 combined)**

Name	Fault	Last modified	Problems that may have occurred	Possible solution
	Technical user can't log in to a domain	23/01/16	Server is off (Down time, update)	<p>The possible solution to a server being off is that it may not be plugged in.</p> <p>You can also check the connection between the user and the server by using the ethtool program which verifies the link up.</p> <p>You can also check if your computer system is the problem by trying to connect to another host on the same network.</p>
	Technical user can't log in to a domain	13/03/16	Credentials wrong / Forgotten password (Requires password reset, internally blocked, limited access right, trying to sign in during the outside set time)	<p>Double check your credentials are right</p> <p>Uninstall and re-install the program.</p> <p>If you can't remember your username you can contact support</p> <p>Check your cap locks are not on while typing your password whilst attempting to type in lower case letters.</p>

				<p>If you think you have forgotten your password, go to the login page and click on forget your password and a link will be sent to your email allowing you to reset your password.</p> <p>Depending on what you are logging in for example logging in as an administrator, it may best to just create a new admin account and if the issue still occurs collect the faults that occur on a fault log for research.</p>
	Technical user can't log in to a domain	24/04/16	Fault cables (Broke/damaged cable, check for correct cable	<p>Check if you have the right cable connected. If not input the correct one.</p> <p>Check if the cable is broken or damaged by trying out another cable. If it is broken, then you will need to replace it.</p>
	Technical user can't log in to a domain	06/05/16	IP address	<p>Check if you are connected to the internet.</p> <p>Check if the IP address is conflicted with another device</p>
	Novice customer has no sound coming out of the computer	20/05/16	Cable	<p>Check if the cord is fully connected to the computer system.</p> <p>Check your cord with another device to see if the cord is faulty.</p>

				You may need to replace your speaker if it doesn't connect to any device.
	Novice customer has no sound coming out of the computer	26/05/16	Check the settings	Check if the speaker is connected by checking the sound settings by searching up sound on the start menu.  Check if the sound is on mute.
	Novice customer has no sound coming out of the computer	28/06/16	Speakers	Some speakers include their own power supply so you may need to check if it is turned on.
	Novice customer has no sound coming out of the computer	05/07/16	Faulty sound card	Check if the sound card driver is fully installed.  Check if you have a sound card inputted onto your computer system properly if you using a PC specifically.
	An experienced customer reports that their computer will not print	12/07/16	Check connections including power	Check if the printer cable is plugged in.  Check if the printer is turned on.  Check the current status of the printer.
	An experienced customer reports that their computer will not print	28/07/16	Check if network printer is selected	Check your computer system if it is connected to the network printer.

	An experienced customer reports that their computer will not print	30/09/16	Check if the printer is installed and has the right drivers	Check the settings on your computer system to see if the printer is installed with all the necessary drivers.
	An experienced customer reports that their computer will not print	10/10/16	Check cable connection	Check if the cable is plugged.  Try another plug socket.  Try connecting it with another device.  Troubleshoot the problem.
	A novice customer has a computer application that occasionally crashes and closes	29/10/16	Malware or unauthorised access	Scan the computer system with an anti-virus software.  Check if your firewall is turned on.
	A novice customer has a computer application that occasionally crashes and closes	03/11/16	Bugs and glitches	Check if you have the latest update of the program that constantly crashes and closes.
	A novice customer has a computer application that occasionally crashes and closes	17/11/16	Insufficient resources for the application	Check if your computer system has the necessary specifications for the application.  Check if you have fully installed the program. Consider reinstalling the computer application.
	A novice customer has a computer application that occasionally crashes	05/12/16	Slow processor	Check if you have the minimum RAM required for the application.

	and closes			<p>Try close any programs you may have running at the back of your program.</p> <p>Try a monitoring tool to see what is affecting the process power on your computer system if it isn't entirely from the program.</p>
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## Use different communication routes to provide advice and guidance (P5)

(source, strengths and drawbacks)

### Product specifications and manuals (Hard copies) (Electronic versions)

Product specifications and manuals are made to help guide customer support for customers on their products. Product specifications and manuals include all the specifications needed on the product. It also includes a step by step instruction and a help section for customers including contact details of the manufacturer or seller.

#### Strengths

Information included on product specifications and manuals are Specific to the product for the device. Product specifications and manuals include guidance to contacts that you need. Having an electronic copy or hardcopy can save a salesman and engineer because they'll spend less time explaining to the customer on how to use the features on the device and also any extra queries. The product specification comes with warnings to make sure the customer does not misuse the product or do anything wrong which can lead to injuries or death. Manuals are known to have everything in one place. Product specifications and manuals include all the specifications needed on the product. It also includes a step by step instruction and a help section for customers including contact details of the manufacturer or seller.

#### Drawbacks

Too much technical jargon. There is an assumption that everyone knows what they are talking about. Product specifications or manuals may not be up to date. Manuals need very technical writing for customers to understand for he or she to do. An error that may occur on the manual can make the company get a bad reputation on customer support.

### **Example of a scenario using user guides**

A customer came with some queries about the step by step instructions on the router and he seemed to very confused. I simply asked if he took a look at his manual which came with the router and he answered “No”. He then managed to successfully setup the router following the step by step instructions provided on the manual and avoided all the cautions included on the manual. If the customer followed the manual the first time he could of saved time and also money for the person who came in to help the customer however it also saved time and money since the person helping him didn’t need to spend much time helping.

### **Fault records**

#### **Strengths**

Fault logs are written or typed to document an error that occur on your computer with the solution on how to fix it. Fault log is a helpful technique that can benefit you in the future because it will help you solve several different problems that can occur on a computer system and it wouldn't just rely on troubleshoot. These faults can be for both hardware and software. The reason why people keep fault logs is so they can keep track of all the issues that are occurring on their computer system and see them all on a later date. Fault logs can also tell you the procedure on how the problem occurred in the first place. Fault logs help keep track and identity faults that may regularly occur because it helps gives you a solution on how to solve the problem.

When you keep having issues with your software and hardware fault logs will help keep record of a faults and give you a solution to get it fixed faster which makes your job much easier. In businesses it is more important to keep these fault logs because then your work productivity won't be interrupted because you will find a quick solution to fix the faults that are occurring on your software or hardware. If the faults are constant you will be able to predict the problems before they happen with your fault log. Fault logs can also help speed up customer service because you can easily give them the information that is on the fault log to help them with their issue.

Fault logs can also be used to log the performance of your computer system to see if your computer system is getting worse or better overtime. As a technician you would need to do this and make sure it is good enough for your employers or they might think you are slacking off when doing work.

Fault logs can be used to evaluate the performance of computers before and after and can also be used to compare it with other system by logging the performance regularly. For a company this can be important because they can find out which employee may not be meeting the standards the company and this can follow up to a disciplinary procedure.

### **Drawbacks**

The drawbacks of fault logs are that it continues to expand over time the more you use it and this can result in the fault logs being too large to store. If your fault log is huge and the information is inputted on a written paper, you could have cabinets full of fault logs or documents with several pages of fault logs which not only wastes money but also wastes a lot of space.

Another drawback is that the fault may not be the exact same but just similar the error which can result in a lot of time being wasted. When doing fault logs it is important to write the fault in its correct terminology for example you should include the error codes. It can also be quite expensive to have fault logs for example if you keep it in cabinets, you might need to buy new cabinets which can also take more space.

It can also be expensive if you want to create a server just for fault logs. Fault logs can easily be useless if it isn't implemented in a company properly for example it needs to be fully accessible and the employees of the company need to be aware of the fault logs. Fault logs can stop productivity because you will need to spend time writing a detailed log for you to understand how to solve the issue later down the line if the issue reoccurs.

Fault logs can easily be outdated over time meaning the issue recorded on the log will be redundant and the log will be a waste of storage space. Fault logs can also be useless storage because some of the issues occur should be common sense or some issues may have zero to little chance of occurring it.

Fault logs also need to be accurate or it may confuse things because it may tell you to do something that is irrelevant to the issue which can result in a lot of time being wasted or result in more issues occurring.

### **Example of a scenario using fault record**



An employee was having issue with his computer application and struggled to find any solutions to get it fixed. This employee was then advised to see if there are any solutions recorded on the computer fault records recorded on the company network. Next the employee decided to take a look of it and he found a range of techniques he can use to solve the problem. If this employee decided to look at the fault record much earlier he would have found a solution much quicker and also waste less time asking around or surfing the web to solve the issue.

## **Email**

Email stands for electronic mail. It is a way to send computer stored messages by telecommunication. Emails are able to send text messages and you can also attach document files. Emails are services used by majority of companies for the purpose of communicating with one another for example employees, employers and customers.

## **Strengths**

The reason why you would use emails is because of its Ease of use. When websites provide a support page with an email you can send an email to them about your issue and they most likely will reply back to you within the working days because people who respond are paid too. Usually have fast response especially the companies known for good customer support. Emails are delivered extremely fast and it is saves money and time in comparison to traditional physical posts. Emails can be sent to any electronic device as long as the user is logged in to the device using their email account. It can be sent to more than one person. The technician helping can attach a file to send to the person with the problem which can include a user guide or explanation for the solution to the person's problem. The technician can also ask the person extra details such as time, date, issue and who is reporting the fault.

## **Drawbacks**

The customer may not be specific enough. The customer may not be very good at English which can confuse the person trying to help with the problem. The customer will need to have internet connection to send an email and this can be a problem if a customer had problems with their router. Malware programs can be sent easily through emails.

## **Example of email**

An email was sent to the technician about a problem he has occurring on his computer system where his computer system seems to be having no sound outputting. The technician acknowledges the fault and request more details for example machine number, room, time and date

when the fault was found and also who is reporting the fault. The technician then provided the person with an attachment which included a range of solutions to this problem for example Check if the cord is fully connected to the computer system. Check your cord with another device to see if the cord is faulty. You may need to replace your speaker if it doesn't connect to any device. Check if the speaker is connected by checking the sound settings by searching up sound on the start menu. Check if the sound is on mute. Check if the sound card driver is fully installed. Check if you have a sound card inputted onto your computer system properly if you using a PC specifically. The person with the fault finally came to a solution and needed no further assistance.

## **Telephone**

Telephone is one of the most common ways of communications verbally over long distances.

## **Strengths**

Telephones are a very effective way of communicating with someone since it's a real time communication and fully express your thoughts and feelings since the listener can understand how you feel from the tone of voice you are using which can be confusion or distress. The telephone conversation can be helpful during moments where the technician feels he may need to control the client system to control the system and tell the client step by step what the issue is and how to solve it. Data exchange can also be done during telephone call for example the technician sending email attachments for guidance.

## **Drawbacks**

Can be time consuming for the person helping because he may have several clients who need help. Can waste the technician time if the person who has a fault with their system isn't very clear on what it is and what he wants. The telephone conversation can be time consuming if the technician needs to send attachments to the client whilst having him on call throughout each process.

## **Example of a scenario using a telephone**

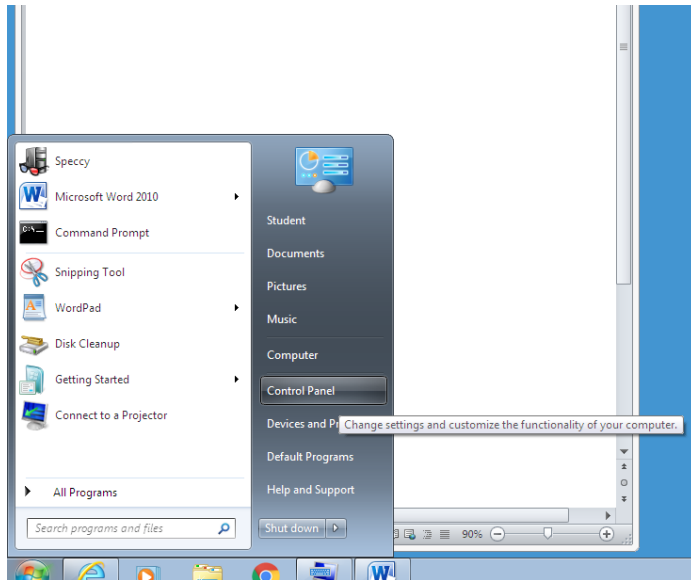
A call came in about a problem a user was having with the windows update failing. The conversation started with a step by step on the whole procedure to see what may have gone wrong. The person with the problem said he tried to solve the problem but he kept repeating having an error. The person helping had to clearly explain that he may need to reboot his computer system using a CD and then retry updating windows.

He also told him the results of rebooting which wipe all the data of your hardware. Technician then sent him an attachment to the individual email on how to do the whole process.

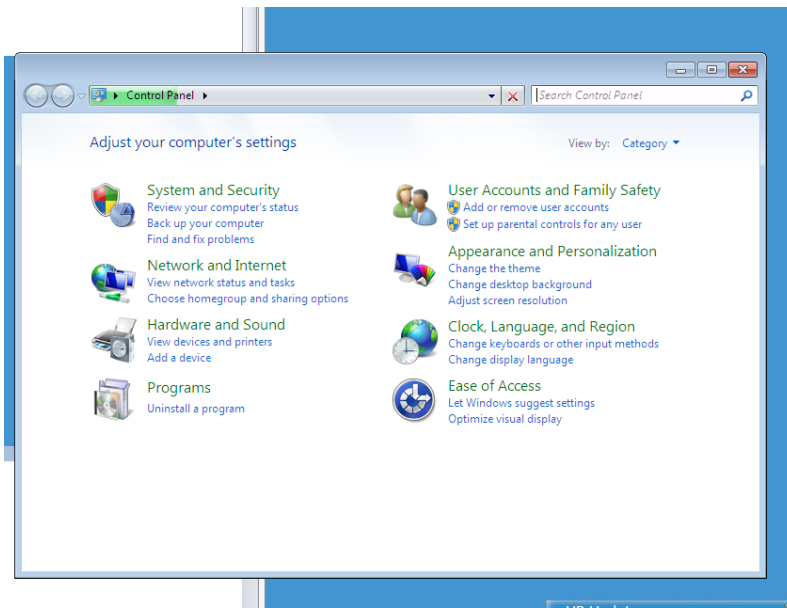
## Respond appropriately to end users (P6)

**Introduction:** In this area of the document I will be connecting to another computer system using remote assistance. Below I will be explaining with illustrated screenshots on how to do remote assistance.

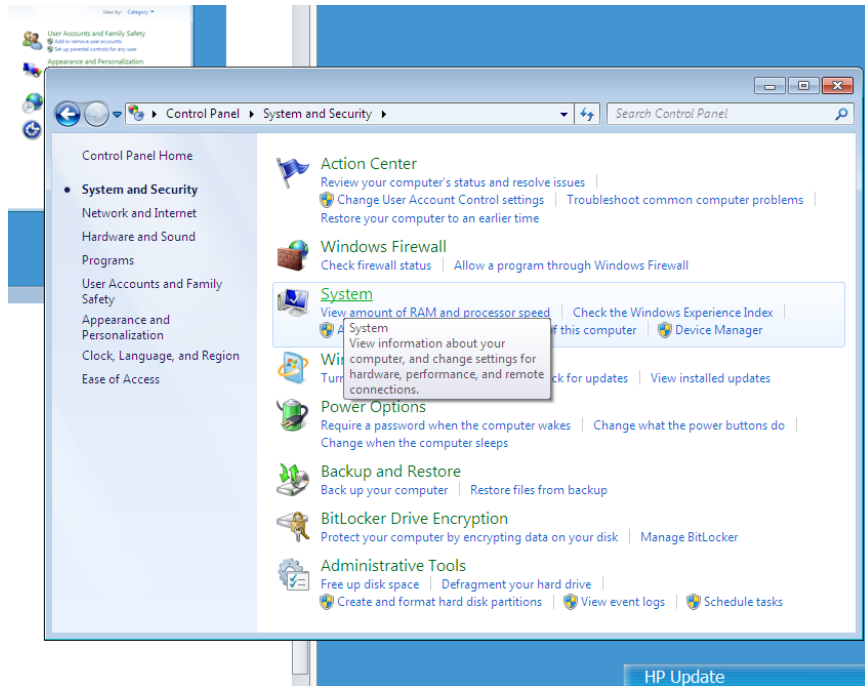
### Remote assistance



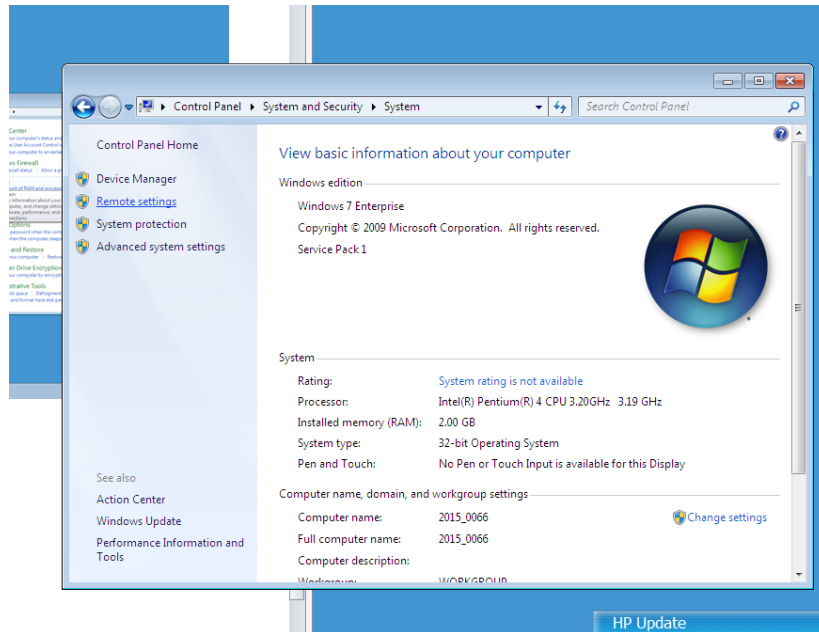
First go to the start menu and click on the control panel.



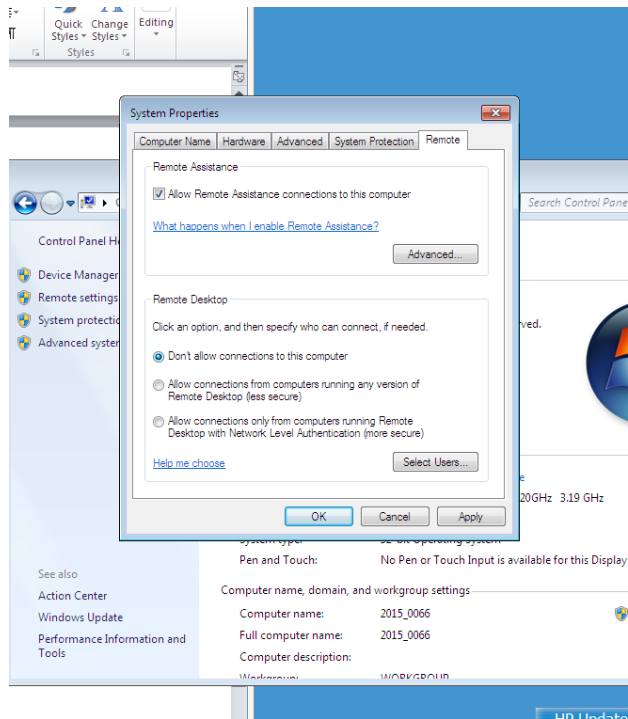
Next go to system and security.



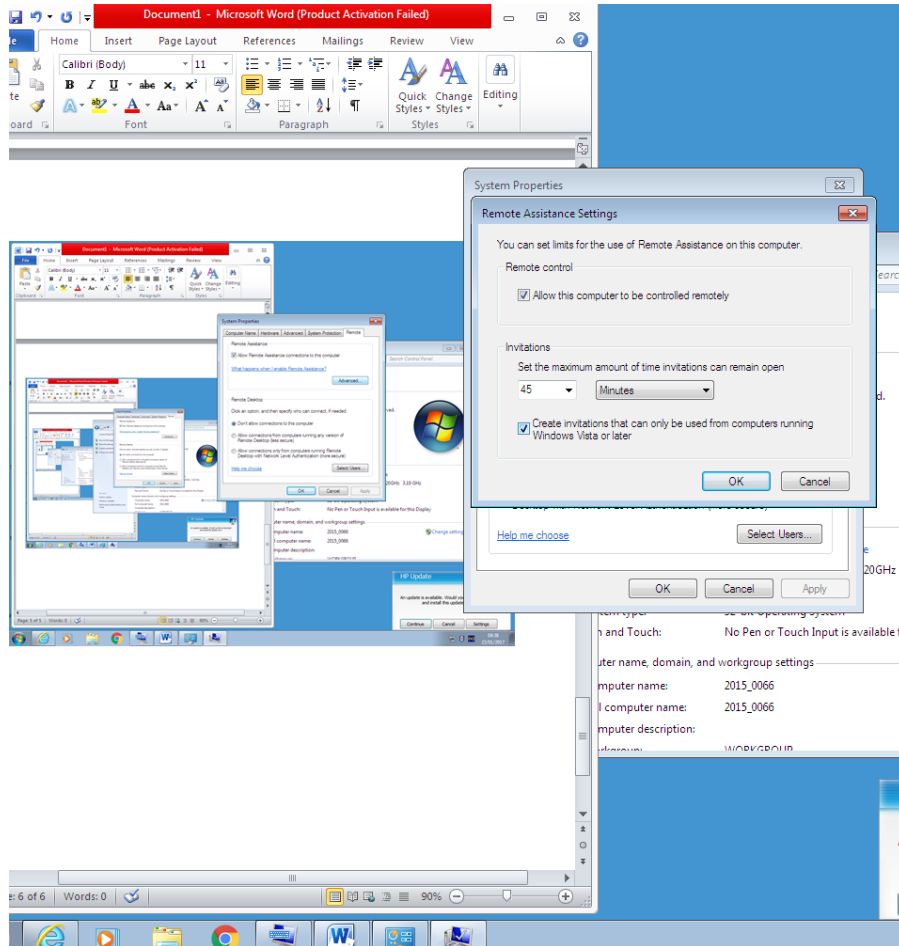
After you click on system security, click on system.



Next click on remote settings

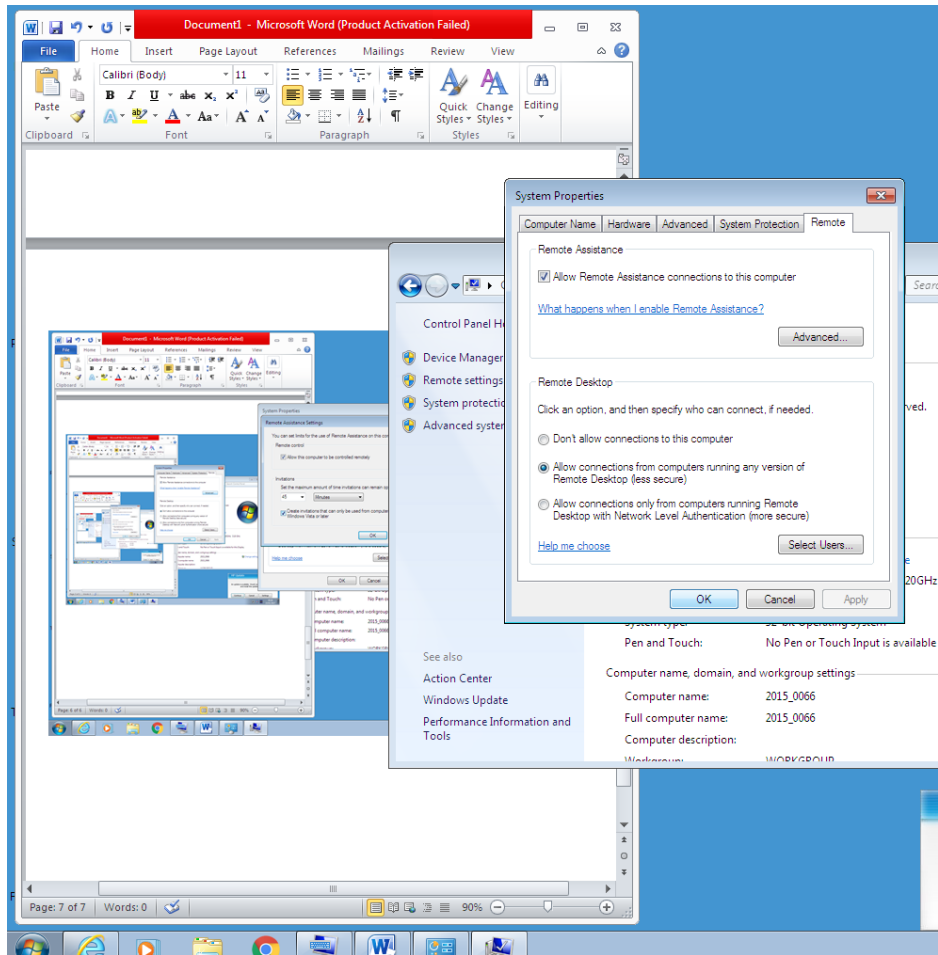


This screen will appear. Next click on advanced.

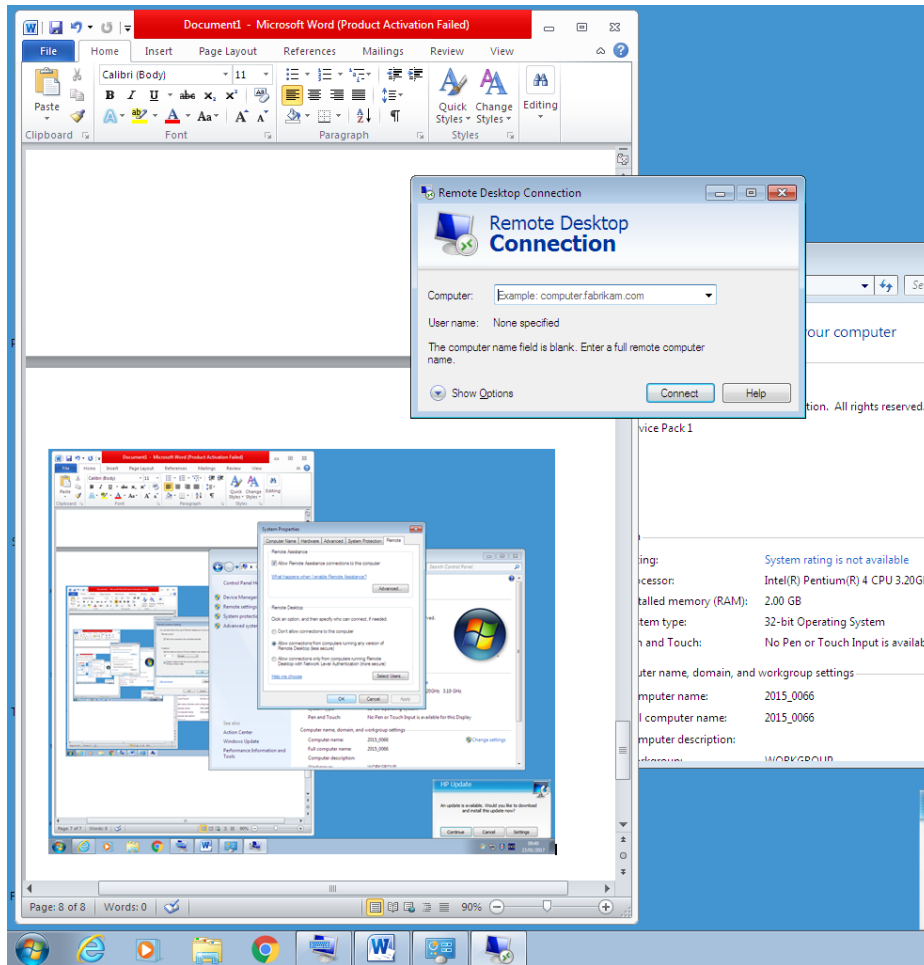


Input these configuration settings in and click ok.

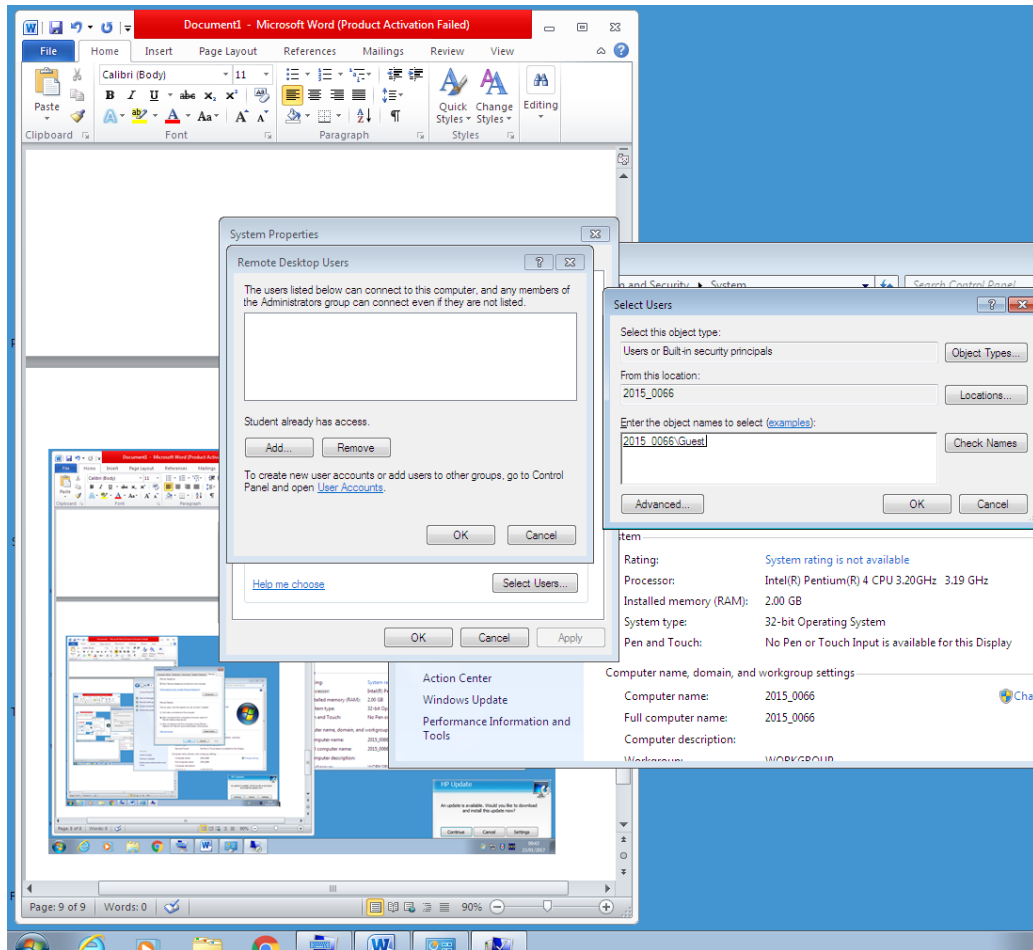




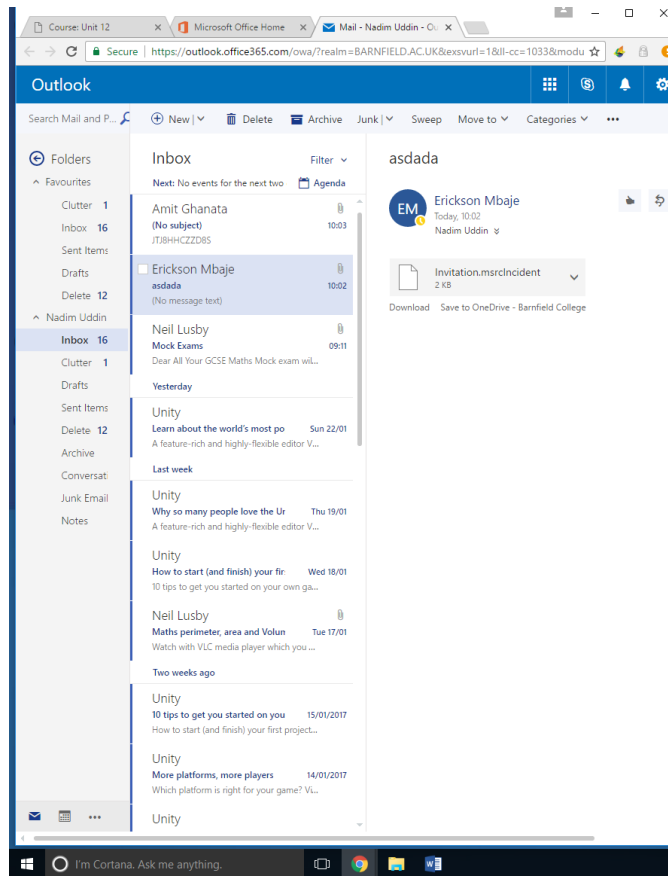
Now click on "allow connection from computer running any version of remote desktop" and click ok.



Next you can then input a name to send an invitation for remote assistance.



Here shows an example where I select users.



Invitations are sent through emails.

## Judge the value of different sources of support material (M3)

**Introduction:** In this area of the document I will be judging the value of two different sources of support material and these include fault records, internet, production specifications and manuals

**Product specifications and manuals (Hard copies) (Electronic versions)**

Product specifications and manuals are made to help guide customer support for customers on their products. Product specifications and manuals include all the specifications needed on the product. It also includes a step by step instruction and a help section for customers including contact details of the manufacturer or seller.

### **Strengths**

Information included on product specifications and manuals are specific to the product for the device. Product specifications and manuals include guidance to contacts that you need. Having an electronic copy or hard copy can save a salesman and engineer because they'll spend less time explaining to the customer on how to use the features on the device and also any extra queries. The product specification comes with warnings to make sure the customer does not misuse the product or do anything wrong which can lead to injuries or death. Manuals are known to have everything in one place. Product specifications and manuals include all the specifications needed on the product. It also includes a step by step instruction and a help section for customers including contact details of the manufacturer or seller.

### **Drawbacks**

The problem with many customers who are not familiar with the product or don't have a big amount of vocabulary is that the manual may include too much technical jargon. When manuals are supplied to some customer there is an assumption that everyone knows what they are talking about and end up ignoring them. Depending on where you got the manual and product for example if you go to them separately the product specifications or manuals may not be up to date. Manuals need very technical writing for customers to understand for he or she to do. An error that may occur on the manual can make the company get a bad reputation on customer support.

### **Example of a scenario using user guides**

A customer came with some queries about the step by step instructions on the router and he seemed very confused. I simply asked if he took a look at his manual which came with the router and he answered "No". He then managed to successfully setup the router following the step by step instructions provided on the manual and avoided all the cautions included on the manual. If the customer followed the manual the first time he could have saved time and also money for the person who came in to help the customer however it also saved time and money since the person helping him didn't need to spend much time helping.

### **Validity**

Product specification and user manuals are not really considered as valuable sources for customer due to the reason that the fault that has occurred may not be an actual fault just a simple user fault. For example excel doesn't come with a user manual to help users with the interface which makes manuals useless for most users. Although product specification and user manuals are valid for customers, they don't have much purpose if they can't help any user faults since they are more common than actual faults.

## **Fault records**

### **Strengths**

Fault logs are written or typed to document an error that occur on your computer with the solution on how to fix it. Fault log is a helpful technique that can benefit you in the future because it will help you solve several different problems that can occur on a computer system and it wouldn't just rely on troubleshoot. These faults can be for both hardware and software. The reason why people keep fault logs is so they can keep track of all the issues that are occurring on their computer system and see them all on a later date. Fault logs can also tell you the procedure on how the problem occurred in the first place. Fault logs help keep track and identity faults that may regularly occur because it helps gives you a solution on how to solve the problem.

When you keep having issues with your software and hardware fault logs will help keep record of a faults and give you a solution to get it fixed faster which makes your job much easier. In businesses it is more important to keep these fault logs because then your work productivity won't be interrupted because you will find a quick solution to fix the faults that are occurring on your software or hardware. If the faults are constant you will be able to predict the problems before they happen with your fault log. Fault logs can also help speed up customer service because you can easily give them the information that is on the fault log to help them with their issue.

Fault logs can also be used to log the performance of your computer system to see if your computer system is getting worse or better overtime. As a technician you would need to do this and make sure it is good enough for your employers or they might think you are slacking off when doing work.

Fault logs can be used to evaluate the performance of computers before and after and can also be used to compare it with other system by logging the performance regularly. For a company this can be important because they can find out which employee may not be meeting the standards the company and this can follow up to a disciplinary procedure.

### **Drawbacks**

The drawbacks of fault logs are that it continues to expand over time the more you use it and this can result in the fault logs being too large to store. If your fault log is huge and the information is inputted on a written paper, you could have cabinets full of fault logs or documents with several pages of fault logs which not only wastes money but also wastes a lot of space.

Another drawback is that the fault may not be the exact same but just similar to the error which can result in a lot of time being wasted. When doing fault logs it is important to write the fault in its correct terminology for example you should include the error codes. It can also be quite expensive to have fault logs for example if you keep it in cabinets, you might need to buy new cabinets which can also take more space.

It can also be expensive if you want to create a server just for fault logs. Fault logs can easily be useless if it isn't implemented in a company properly for example it needs to be fully accessible and the employees of the company need to be aware of the fault logs. Fault logs can stop productivity because you will need to spend time writing a detailed log for you to understand how to solve the issue later down the line if the issue reoccurs.

Fault logs can easily be outdated over time meaning the issue recorded on the log will be redundant and the log will be a waste of storage space. Fault logs can also be useless storage because some of the issues occur should be common sense or some issues may have zero to little chance of occurring it.

Fault logs also need to be accurate or it may confuse things because it may tell you to do something that is irrelevant to the issue which can result in a lot of time being wasted or result in more issues occurring.

## **Example of a scenario using fault record**

An employee was having issue with his computer application and struggled to find any solutions to get it fixed. This employee was then advised to see if there are any solutions recorded on the computer fault records recorded on the company network. Next the employee decided to take a look of it and he found a range of techniques he can use to solve the problem. If this employee decided to look at the fault record much earlier he would have found a solution much quicker and also waste less time asking around or surfing the web to solve the issue.

### **Validity**

Fault logs can be seen as the best way of finding the solution of a specific fault is for example in Microsoft word windows provides a very massive base for its users which allows them to find a solution to the problem much quicker within the program. The base shows reliability and is also a trust worthy source which only includes information which is only relevant to the solution you are trying to find. The value that fault

records hold can be based on how old the fault record information is. This means that finding the solution through fault records may not be what you are looking for but may be similar and also once the fault rapidly grows the more faults are recorded making them increase in value.

## Internet sources

The internet includes a huge source of information which can be helpful for finding a solution to technical problems. An example of a well known source of information include FAQs which is available of many different reliable websites which include Microsoft official webpage which is a good source of finding information to find a solution to a fault you may be having with a Microsoft product. Other examples of internet sources include technical forums which have a large range of questions that have been answers which can make finding answers much for easier for users because the questions made are by people who have been through similar situations.

When seeing the value of an internet source you have to consider whether or not the author or sponsor who wrote the information for users can be trusted and also whether the information is relevant to the solution you want for example the information shown to you may be out of date meaning that it won't be very helpful for you.

## Provide additional support material to users (M4)

**Introduction:** In this area of the document I will be explaining two faults and how to solve them with the use of illustrated screenshots with annotations.

### Fault - Windows update failure

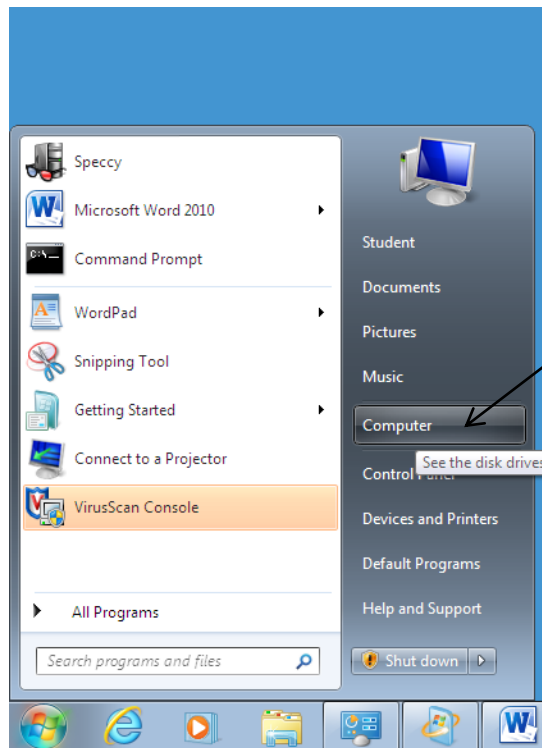
Windows update failure can happen for many reasons these include the user not downloading the update properly for example during the download some interruption happened for example losing connection to the internet or failing to meet the specific requirements for the update for example your hard drive not having sufficient amount of space for the resources that are installed in the update. This problem can also occur if your systems turns off whilst the update is still going.

**Solution –** To solve the issue where you have windows update failing on you can attempt to restart your computer system. You can also try doing an **error check** which allows data to be read or transmitted to be checked if there is any errors. **Error checking** is aimed to ensure the improvement of data retrieval and reliability. It helps restore data you were unable to access and stop error messages from appearing on the

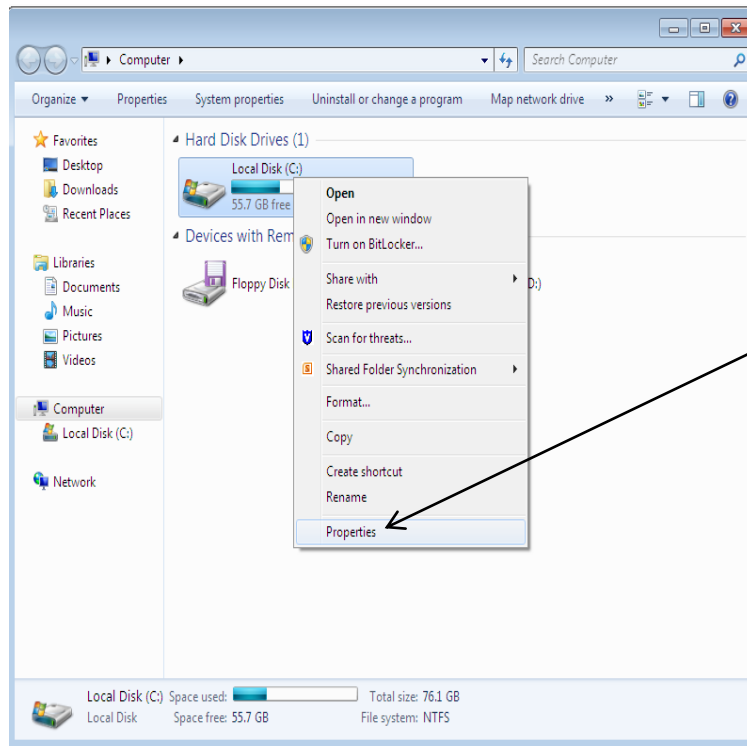


screen. You can try using the **system file checker** which fully scans your computer systems for any faults. You can also **troubleshoot** your network because it may be affecting the installation of the update.

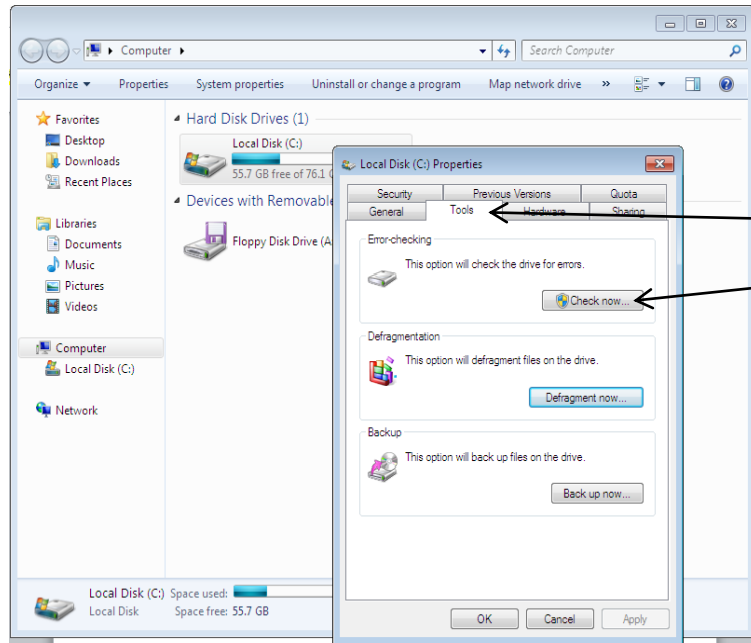
## How to error check



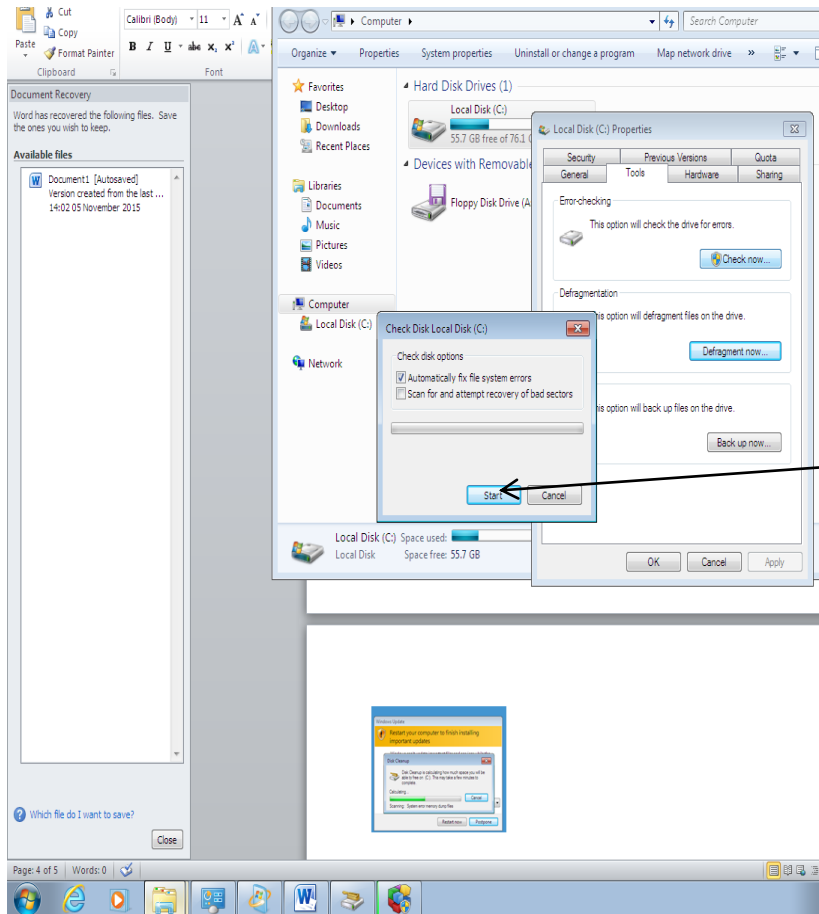
First of all go to the start menu then click on computer.



After you have click on computer, right click on your hard disk drive and click on properties.

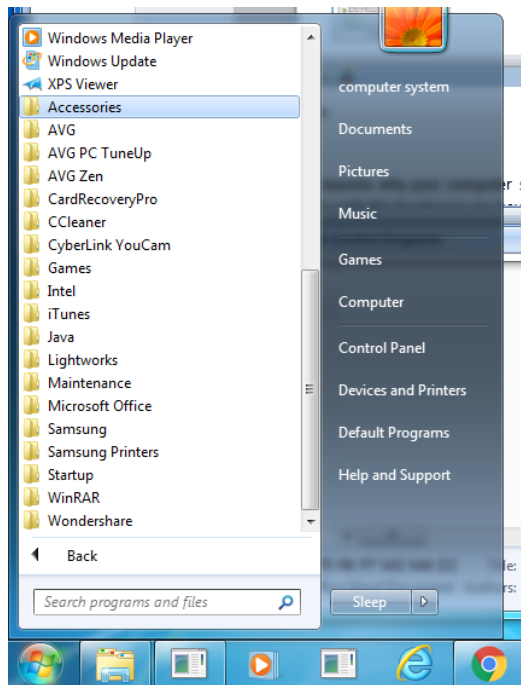


Once you have clicked on properties go to the tab “tools” then click on “check now” which is under error checking.

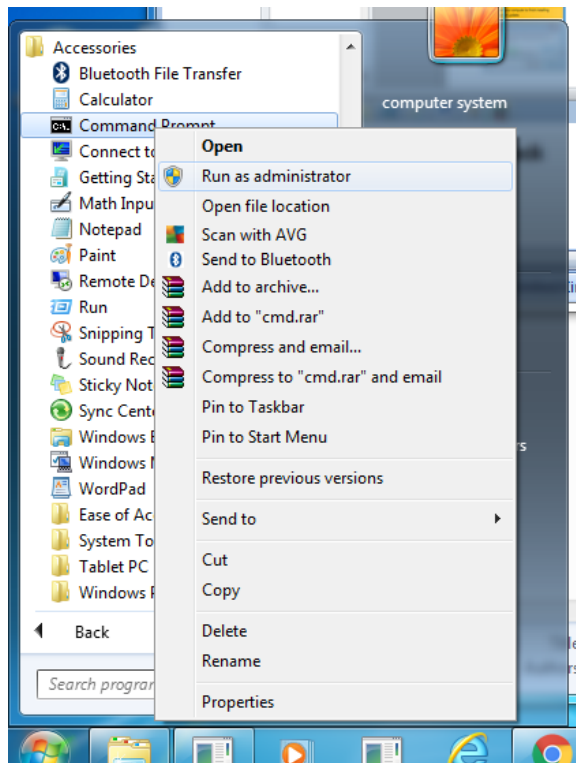


After you have clicked on “check now” under the heading error checking, it should then pop up with the screen. Tick your preferences and then click start. It should then be restarting your computer system depending on what windows update you may have.

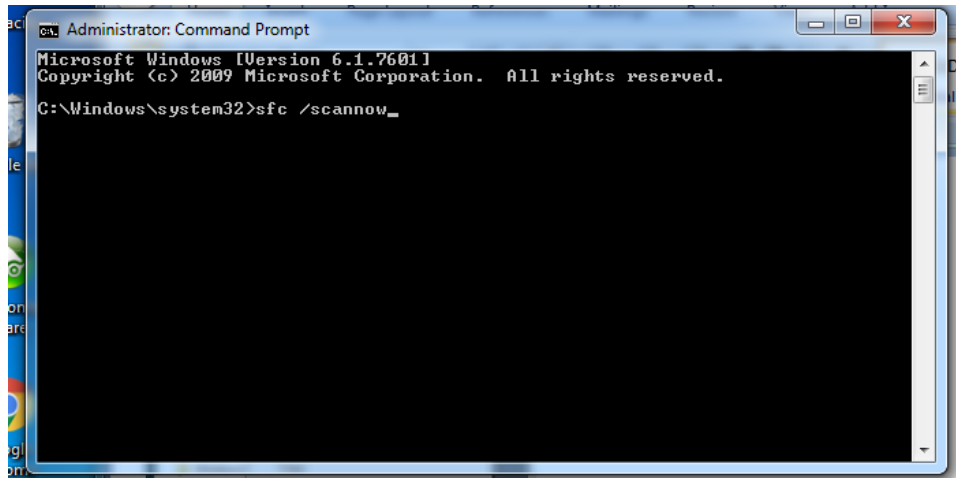
## How to do a system file check



First go to the start menu and click on all programs. Next click on accessories.

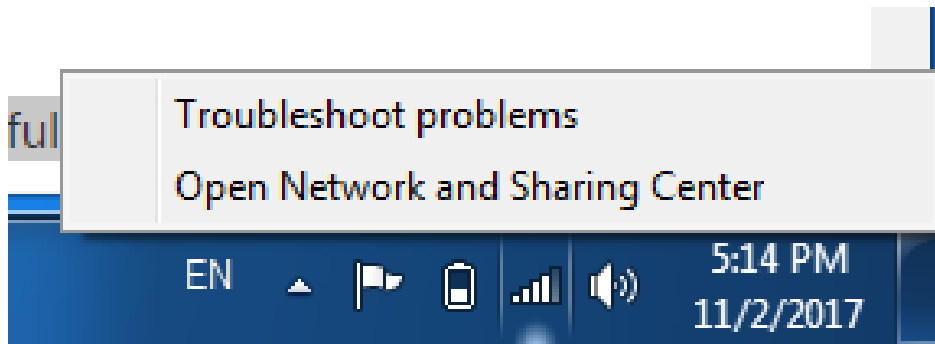


Once you have clicked on accessories, right click on command prompt and click on run as administrator.



Once you have opened the command prompt, type in "sfc /scannow" and click enter. Next a message should appear saying that the system will now scan. When the scan completes it will display a message which indicates that it found no integrity violations if it can't find any problems.

## Network trouble shooter



To troubleshoot your network right click your network icon in the notification area and click troubleshoot problems. After you've done that it will appear with a wizard which you follow step by step for the troubleshoot.

## Slow performance

There are a huge range of reasons why your computer system is running slow. To start off with, the tasks you do on your computer system may not be fully compatible with the hardware you have on your computer system for example if you have a small RAM the processing will be much slower. Also having a hard drive which doesn't contain much memory can also make your computer system really slow and sometimes resulting in your system closing programs. These tasks can include big programs such as games or having several programs running at the exact

same time. A lot of users especially experience slow performance when the computer system first boots up, this occurs because your system tries to load up several things at the same time such as start up files and drivers. This issue can be solved using utility tools provided on your operating system.

Applications and browsers can also become slow because of there being too many permanent temporary files. Temporary files are usually there to speed up the way you navigate and load up things faster but temporary files can also build up memory. Malware can also be the cause of your system running slow because there are some malware out there that are built to destroy your system for example Trojan will constantly replicate itself which makes the computer system build up memory. Slow performance in terms of networks can happen based on your internet service provider and your subscription. Your subscription payment chooses how much data you have per second and sometimes your network can become slow because your service provider is currently having down time.

To **solve** the issue where you have slow performance it can depend on the specification needed for the specific tasks you are running on your computer system. Having a good enough RAM is important on your computer system because the processing will help ease off on the hard drive and the RAM will make things easier making your computer system react and complete processing faster. It is considered for computer nowadays in 2017 to have above 4GB to handle the processing activity needed on your applications. If your computer is still slow even with a good RAM, it may be that everything isn't up to date for example the drivers which help for compatibility. Slow performance can also be the cause of memory on your computer system, it is recommended for users to use utility tools such as disk clean up to remove any junk files or using defragmentation which helps sort up data.

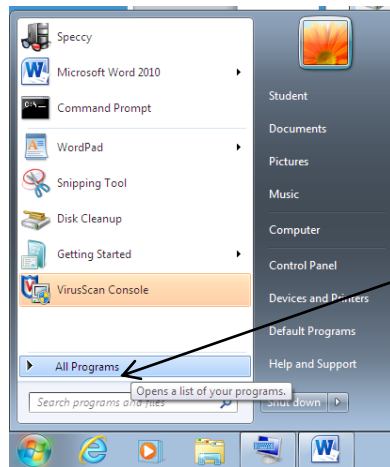
You can also scan your computer system with an up to date antivirus software to see if your computer system is infested with a virus. You may need to also consider your broadband, depending on your type of subscription your data per second that you are receiving may not be enough for a fast enough speed on your computer system whilst doing processes over the internet so you may need to look for a better subscription package.

When installing a program for a specific purpose you need to consider if your computer system will run well with the program and this can be checked by seeing the requirements needed on the computer system. These specifications include if the application is compatible with the version of operating system you have and hard drive and drive components for example having enough memory, RAM capable of handling the processing and components needed for the features in the program.

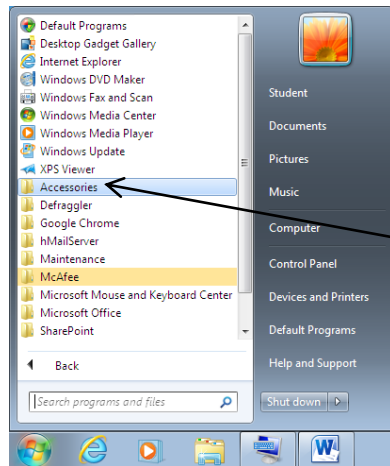
Here is how you do some of the diagnostic tools to help improve your computer system:



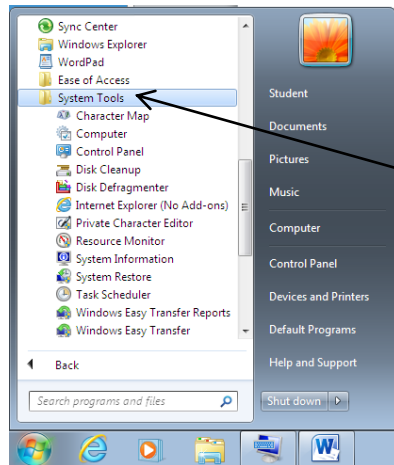
## How to do a disk Cleaning disks



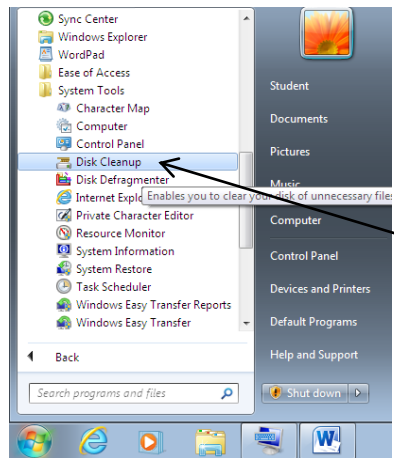
First of all, go to the start menu and click on “all programs”.



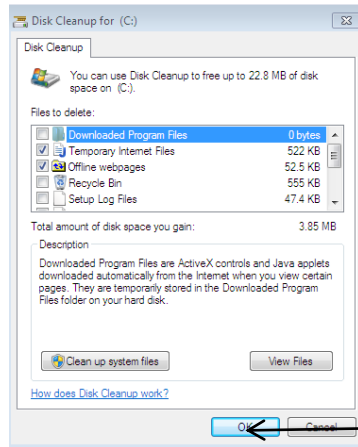
After you have clicked on all programs you then need to click on “accessories”.



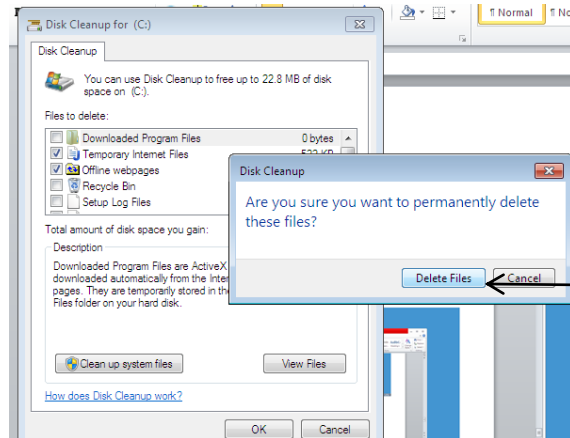
After you have click on the accessories folder you then click on “system tools”.



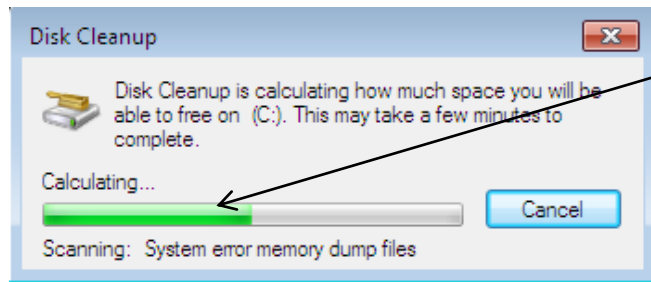
Once you have clicked on system tools you then have to click on disk clean up.



Once you have clicked on disk clean-up it should then appear with this screen. Some may be ticked already for you on files they recommend you deleting due to them be unnecessary files but you can also tick some yourself. Once you decided your ticked boxes then click on “OK”

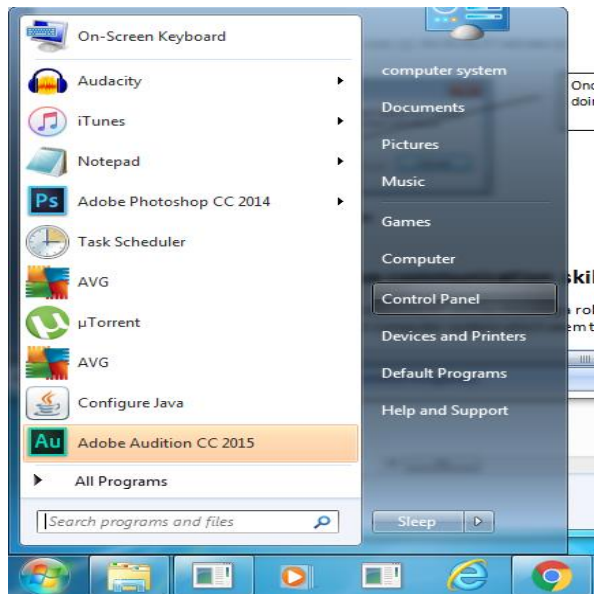


It will then come up with this message if you are sure of your decision, click on delete files if you are fine with what you have decided.

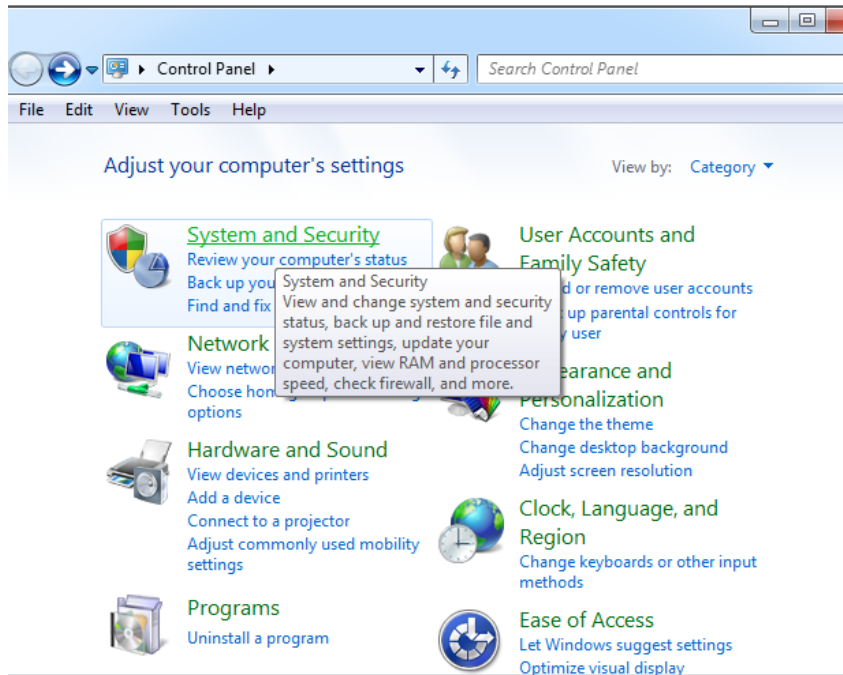


Once you have clicked on delete files it should then be doing a disk clean up.

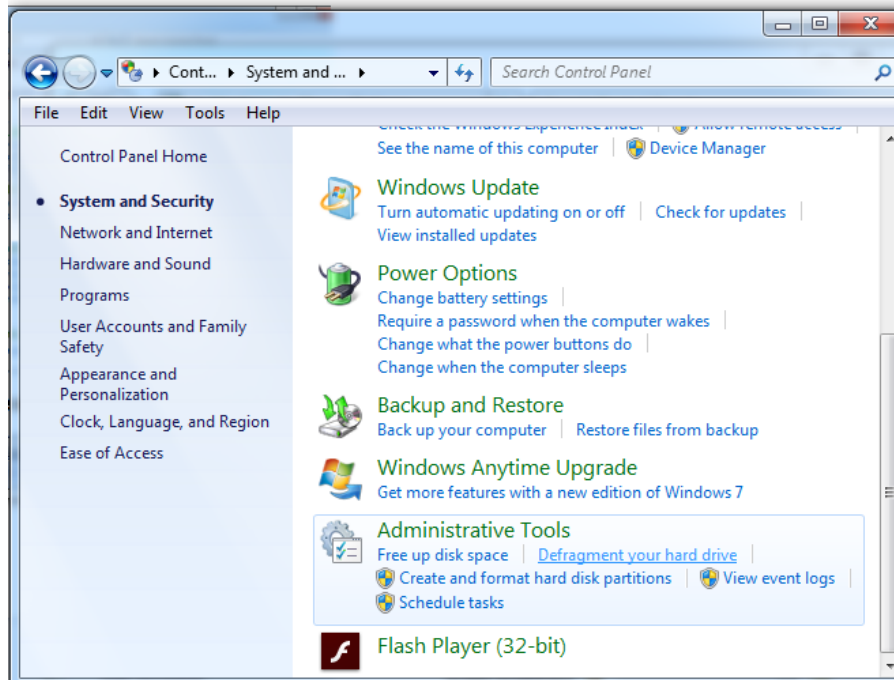
## How to do defragmentation



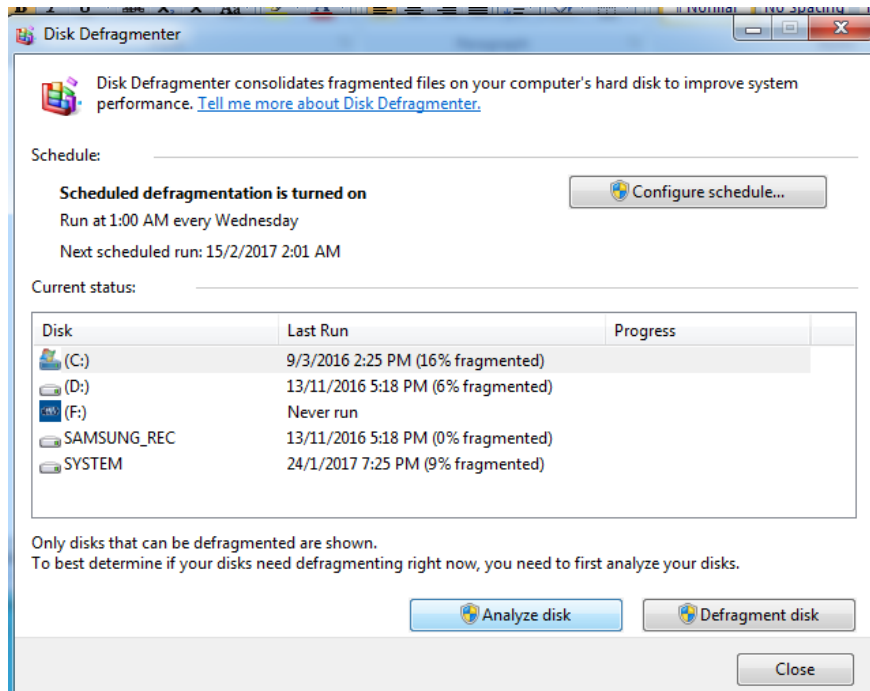
First go to the start menu and click on the control panel.



Next click on system and security.



After you click on system and security, click on administrative tools.



Next choose your disk and click on analyse disk. Once the disk has analysed, click on defragment disk.

## Demonstrate effective communication skills with different types of end user (D2)

**Introduction:** In this area of the document I will be showing a role play with me as a technician helping out a client by using remote assistance to help a user fix their computer system which seems to not be working very well for certain purposes.

### Remote assistance

As a technician I would be awaiting phone calls for any clients who ring up looking for assistance. A client ringed up saying that his Microsoft word on his computer system isn't working and his scanner isn't working. As a technician I had to ask the client some questions on what the problem is specifically on his computer system giving myself customer feedback on what the solution possibly is.

As a technician communication has to be clear and responsive so when picking up the phone I started by saying "Hello my name is Nadim and this is the technical support customer service, how may I help you?" opening this way will show yourself in a polite manner and make the

client feel more relax and comfortable on explaining what his problem is. The person asked "Why isn't my Microsoft word application working on my computer system? I replied back saying "what version of the windows operating system do you currently have?" and "do you have the latest version of Microsoft word?" The person said that he had the latest windows 8 operating system but he wasn't sure how to check how to check what version of Microsoft word he has so I asked "Would you like me to give you remote assistance showing you how to see what version you have and how to have an up to date version" the person replied "Yes please." Next I double checked with the customer with the problems he has to make sure I have a full and accurate idea on what the solution is without making mistakes which could result in time being wasted.

To start helping the client using remote assistance, I searched up on my start menu "Windows remote assistance" and click the option where it says "Invite someone you trust to help". Next it gave me the option on how I want to send this invitation to do remote assistance and I chose by email. Next I will be asking the client for his email address to send the invitation for remote assistance and then I sent him the invitation. The email given also included the password needed for the invitation to be fully complete. The client inputted the password into the remote assistance invitation and this allowed me to take control of the computer system and guide him over the phone on how to check what version of Microsoft word he currently has and how to update it.

In this task I presented effective communication with the client and gave them full guidance on how to solve the issue and also gave the user a good impression that they can come ask for technical support any time which showed my accountability and it made the customer not feel like they have to try figure out things on their own. Giving the user remote assistance not only made it quicker than having me talk the client through the problem it allowed him to see visually see how to solve the problem and also give the client the feeling that the technician is standing by them helping them.

## Unit 12 references

<http://www.computerworld.com/article/2494764/data-center/server-s-down--how-do-i-find-out-what-s-wrong-.html> 05/12/16 09:45AM