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| **1.** | **Which two data storage locations are normally controlled by the Northridge part of the chipset? (Choose two.)**  *Welche beiden Speicherstellen werden normalerweise von der Northridge des Chipsatzes gesteuert? (Wählen Sie zwei.)* |
| ➀ | cache |
| ➁ | RAM |
| ➂ | Hard disk drivers |
| ➃ | Solid state drivers |
| ➄ | CPU registers |

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| **2.** | **Which two actions should a technician take if illegal content, such as child pornography, is discovered on the hard drive of a customer computer? (Choose two.)**  *Welche beiden Aktionen sollte ein Techniker ausführen, wenn illegale Inhalte, wie Kinderpornographie, auf der Festplatte des Kundencomputers entdeckt werden? (Wählen Sie zwei.)* |
| ➀ | Remove and destroy the hard drive. |
| ➁ | Contact a first responder. |
| ➂ | Document as much information as possible. |
| ➃ | Shut down the computer until authorities arrive. |
| ➄ | Confront the customer immediately. |

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| **3.** | **In a computer forensics investigation, which type of data is considered volatile data and can be lost if power is removed from the computer?**  *In einer Computer-Forensik wird welche Art von Daten als flüchtige Daten deklariert und kann verloren gehen, wenn der Computer vom Stromnetz entfernt wird?* |
| ➀ | data stored on magnetic disks |
| ➁ | data stored on an internal drive |
| ➂ | data stored on an external drive |
| ➃ | data in transit between RAM and the CPU |

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| **4.** | **A customer calls to report a computer problem. Which two actions can the technician take to establish a good rapport with the customer? (Choose two.)**  *Ein Kunde ruft an um über ein Computerproblem zu berichten. Welche beiden Aktionen kann ein Techniker ausführen, um eine gute Übereinstimmung mit dem Kunden zu erreichen? (Wählen Sie zwei.)* |
| ➀ | Personalize the call by periodically asking questions unrelated to the computer problem. |
| ➁ | Use technical terms to determine the level of knowledge the customer possesses. |
| ➂ | Refer to the customer by name whenever possible. |
| ➃ | Ask only closed-ended questions |
| ➄ | Allow the customer to speak without interruption. |

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| **5.** | **What are two sections that are usually included in an SLA? (Choose two.)**  *Welche beiden Bereiche sind für gewöhnlich in einem SLA enthalten? (Wählen Sie zwei.)* |
| ➀ | home contact information of the technician |
| ➁ | time of service availability |
| ➂ | contact information of other clients |
| ➃ | service provider part suppliers |
| ➄ | supported equipment and software |

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| **6.** | **Which two statements are correct about level one and level two technicians? (Choose two.)**  *Welche beiden Behauptungen über Level 1 und Level 2 Techniker sind korrekt? (Wählen Sie zwei.)* |
| ➀ | Level two technicians usually respond to the "down calls" as they may be able to resolve them faster. |
| ➁ | Level two technicians are often referred to as "incident screeners," and level one technicians are often referred to as "product specialists." |
| ➂ | Level two technicians prepare a work order and escalate it to a level one technician if a problem cannot be resolved within ten minutes. |
| ➃ | Level one technicians usually work on the problems that require opening up the computer case. |
| ➄ | Level two technicians  are usually more knowledgeable about technology than the level one technicians are. |

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| **7.** | **Which statement describes a best practice related to time management?**  *Welche Behauptung beschreibt eine am besten zum Zeitmanagement zugehörige praktische Tätigkeit?* |
| ➀ | The technician should make sure to call the customer back as close to the callback time as possible. |
| ➁ | The technician should take the easier calls first, regardless of the urgency. |
| ➂ | The technician should give better service to a customer for whom the technician feels more sympathy. |
| ➃ | The technician can take the call of another technician, even without permission to do so. |

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| **8.** | **When performing computer forensics what is required to prove a chain of custody?**  *Was muss in der Computer-Forensik erbracht werden, um eine Beweismittelkette zu unterstützen?* |
| ➀ | expert testimony |
| ➁ | proper documentation procedures |
| ➂ | collected evidence |
| ➃ | an admission of guilt |

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| **9.** | **What should a level two technician do immediately after receiving an escalated work order from a level one technician?**  *Was sollte ein Level 2 Techniker sofort tun nachdem er einen eskalierten Arbeitsauftrag von einem Level 1 Techniker erhalten hat?* |
| ➀ | Call the customer back to ask any additional questions and resolve the problem. |
| ➁ | Document suggestions to solve the problem in the work order and return it to the level one technician. |
| ➂ | Send the work order to a level three technician and ask for support. |
| ➃ | Call the level one technician and ask questions about the problem. |

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| **10.** | **A technician receives a call from a customer who is too talkative. How should the technician handle the call?**  *Ein Techniker wird von einem zu gesprächigen Kunden angerufen. Wie sollte der Techniker mit diesem Anruf umgehen?* |
| ➀ | Politely step in and gain control of the call by asking the customer social questions. |
| ➁ | Use open-ended questions and repeat all the information back to the customer to politely show that unnecessary information is being given. |
| ➂ | Talk over the customer and quickly gather the necessary information to be of help. |
| ➃ | Allow the customer to speak without interruption and then try to use closed-ended questions to gather data. |

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| **11.** | **What is the definition of cyber law?**  *Was ist die Definition von Cyber-Gesetz?* |
| ➀ | a contract that defines expectations between and organization and IT service vendors for an agreed upon level of support |
| ➁ | the collection of international, country, and local laws that affect computer security professionals |
| ➂ | a single law defining criminal acts that are committed online |
| ➃ | the process of collecting and analyzing data from computer systems, networks, wireless communications, and storage devices |

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| **12.** | **What customer support procedure would likely cause an upset customer to become more upset?**  *Welche kundenunterstützende Maßnahme würde einen aufgeregten Kunden noch weiter aufregen?* |
| ➀ | Follow a step-by-step approach to solving the problem. |
| ➁ | Ask the customer to do obvious or unnecessary steps. |
| ➂ | Reiterate that you want to solve the problem. |
| ➃ | Apologize for the wait time if there has been no wait time. |

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| **13.** | **Refer to the exhibit. During the troubleshooting of software that is installed on a computer system, a level one technician requires help from a level two technician. The file shown in the exhibit must be sent to the level two technician. How should the level one technician deliver this file?**  *Beziehen Sie sich auf den Ausschnitt. Während der Fehleruntersuchung einer Software, welche auf einem Computersystem installiert ist, benötigt ein Level 1 Techniker Hilfe von einem Level 2 Techniker. Die im Ausschnitt gezeigte Datei muss zu einem Level 2 Techniker gesendet werden. Wie sollte der Level 1 Techniker diese Datei versenden?* | http://assessment.netacad.net/assessment/images/i203425v1n1_203425.png |
| ➀ | Deliver the file in printed format only. |
| ➁ | Send the file as it is to the level two technician. |
| ➂ | This file should not be shared with the level two technician. |
| ➃ | Replace all passwords in the file with <password omitted> before emailing the file and then supply the passwords by secure means, if required. |

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| **14.** | **What are two examples of displaying professional communication skills while talking to a customer? (Choose two.)**  *Welche beiden Beispiele zeigen professionellen kommunikativen Umgang in einem Gespräch mit einem Kunden? (Wählen Sie zwei.)* |
| ➀ | clarifying what customers say after they have finished their explanations |
| ➁ | focusing on what you cannot do to give customers an idea of the magnitude of the problem |
| ➂ | asking customers to paraphrase their explanations |
| ➃ | the use of active listening, with occasional interjections such as "I see" or "I understand" |
| ➄ | interrupting customers with a question to gather more information |

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| **15.** | **When performing computer forensics, what can be prevented with a properly and carefully documented chain of custody?**  *Was kann während der Durchführung einer Computer-Forensik mit der richtigen und vorsichtig dokumentierten Beweismittelkette verhindert werden?* |
| ➀ | evidence tampering |
| ➁ | copying of copyrighted materials |
| ➂ | identity theft |
| ➃ | cyber crime |

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| **16.** | **Which situation would require that a support desk call be given the highest priority?**  *Welche Situation würde erfordern, dass ein Anruf an ein Support-Team die höchste Priorität eingeräumt wird?* |
| ➀ | The company cannot operate because of a system failure. |
| ➁ | Two users are requesting an application enhancement. |
| ➂ | A user is requesting a RAM memory upgrade. |
| ➃ | Some computers cannot log in to the network. |
| ➄ | A couple of computers have operating system errors. |

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| **17.** | **Which two rules pertain to the general daily activities of employees in a call center environment? (Choose two.)**  *Welche beiden Regeln betreffen die allgemeinen täglichen Aktivitäten eines Mitarbeiters in einer Call-Center-Umgebung? (Wählen Sie zwei.)* |
| ➀ | The technician should contact the customer if the technician is going to be late for a follow-up appointment. |
| ➁ | The technician should adjust the work chair to a height that is high enough so that wrists angle downwards toward the keyboard. |
| ➂ | The technician should be sure to treat all customers equally. |
| ➃ | If a technician takes a call from a customer the technician does not like, the technician should pass the call to another technician. |
| ➄ | If a customer complains about another technician, the technician who is taking the call should agree with opinion of the customer. |

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| **18.** | **What is the correct way to conduct a telephone call to troubleshoot a computer problem?**  *Was ist der richtige Art einen Telefonanruf zur Untersuchung eines Computerproblem entgegenzunehmen?* |
| ➀ | Ask personal questions to get better acquainted with the customer. |
| ➁ | Always gather information from the customer and escalate the problem. |
| ➂ | Maintain professional behavior at all times. |
| ➃ | Explain each step to help the customer understand the troubleshooting process. |

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| **19.** | **What are three pieces of information a level one technician should gather from a customer? (Choose three.)**  *Welche drei Informationsstücke sollte ein Level 1 Techniker von einem Kunden sammeln? (Wählen Sie drei.)* |
| ➀ | description of the problem |
| ➁ | details of any recent changes to the computer |
| ➂ | output from a remote connection to the customer computer |
| ➃ | contact information |
| ➄ | current CMOS settings |
| ➅ | output from diagnostic software |

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| **20.** | **What name is given to a certain set of general rules that apply to written communication over the Internet?**  *Was ist der Name des allgemeinen Verhaltenskodex bei einer Konversation im Internet?* |
| ➀ | Internet slang |
| ➁ | netiquette |
| ➂ | online interactions |
| ➃ | flame wars |

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| **21.** | **During the process of troubleshooting, a technician gains access to customer private information. What is expected that the technician do with this information?**  *Während der Fehleruntersuchung erhält ein Techniker Zugang zu persönlichen Kundeninformationen.*  *Was wird erwartet, was der Techniker mit diesen Informationen macht?* |
| ➀ | Back up the information just in case the customer needs it some day. |
| ➁ | Send this information to the technician manager. |
| ➂ | Document all information in a log file. |
| ➃ | Keep it confidential. |
| ➄ | Send this information to the manager of the customer. |

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| **22.** | **What is a reason to escalate a problem from a level one technician to a level two technician?**  *Was ist ein Grund um ein Problem von einem Level 1 Techniker an einem Level 2 Techniker zu übertragen?* |
| ➀ | when the screen resolution of a customer PC needs to be adjusted |
| ➁ | when a peripheral device needs to be replaced |
| ➂ | when the equipment needs to be rebooted |
| ➃ | when drivers, applications, or operating systems need to be installed |