**Name: Stream: Year**

|  |  |
| --- | --- |
| C:\Users\Mike\OneDrive - Wintec\Tech Support BINE503\Lesson Content\Moodle Links and resources\Frint page Picture.jpg  technical support  Component 2 | Abstract  This is component 2 of the overall tech support assignment and is a core assessment of INFO504 Technical Support. Please ensure to complete all the tasks by the due date. |

Centre for Business, Information Technology and Enterprise

Assignment Pledge

|  |  |
| --- | --- |
| **Assignment Title** |  |
| **Module Code** |  |
| **Due Date** |  |
| **Tutor Name** |  |
| **Student Name:** |  |
| **Student ID:** |  |

Important

*Submission of work which is not your own is treated as academic misconduct and may result in exclusion from Waikato Institute of Technology. Penalties are identified in the Institute’s Academic Regulations (a copy is available at the Library).*

I certify that this is all my own work, except for those parts identified for which references have been made.

Student Signature (Print Name):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Component 2 conditions

To gain full marks for each task:

* Every task must be complete to a satisfactory level as deemed necessary by your tutor.
* If you fail to hand component 2 in on the due date, then you will be penalized 10% for every day that it is late, according to the Centre of IT academic lateness policy.
* Marks are awarded when the criteria is met for a task. If a part or activity is incomplete or incorrect then marks can be deducted as assessed by the tutor
* This assessment will be marked within 3 weeks or 15 working days of submission.

|  |  |  |
| --- | --- | --- |
| **Week** | **Component 2** | **Marks** |
| 5 | Task 4: Customer experience | 5 |
| Task 5: Customer Service Channels - Phone / Voice Support Scripts | 3 |
| Task 6: Customer Service Channels – Email, Chat, Web Portal and Social Media | 2 |
| 6 | Task 7: Writing for end users | 5 |
| 7 | Task 8: IT Security | 5 |
| 8 | Finish off any outstanding tasks in this component |  |
| 9 | **Friday first week back after term break**  **DUE DATE: Friday 6pm – refer to the timetable for exact dates** | 20 |

* Please write your answers in **blue or green,** and where there are lines for answers delete these and write your answer.

# Task 4: Customer experience

**Learning Outcome:**

* Follow standard procedures when providing IT services and focus on the delivery of best services to end user

**Objectives:**

1. Define customer experience within a technical support environment
2. Report on strategies for handling difficult customers

**Marking Criteria:**

|  |  |
| --- | --- |
| Part 1: Customer experience   * 2 of the elements of quality a customer experience has been identified and briefly explained. * Reference / source has been provided in explanation with APA referencing. | 2 marks |
| Part 2: Handling Difficult Customer Situations.   * A type of difficult customer has been identified * One solution or strategy has been outlined sufficiently with a reference to support with APA referencing. | 3 marks |

**Required Resources:**

Library, recommended books, online articles

**Part 1: Customer experience**

1. Define customer experience within a technical support environment. Imagine you work on the service desk for an organisation. **Identify and explain 2 or 3 of the essential elements that will provide your end-users / clients with a quality customer experience.** In no more than 250 words detail your answer below.

You must reference 1 source to support your explanation using correct APA referencing.

Customer experience within a tech support environment is a result to the relationship with the customer service desk. Capturing the user’s feedback real time will allow the service provided to be developed in a direction that the customers are looking for and adding features that are requested. Creating a relationship with the customers allow constructive feedback to be obtained forwarding the development of the service. When a customer’s feedback is acknowledged they feel respected and valued. (MacDonald, 2020)

**Part 2: Handling Difficult Customer Situations**

1. Choose one of the categories of a difficult customer from the lecture (Customer Experience) and research the different kinds of solutions and or strategies you could adopt to help handle this kind of situation. Describe below (with examples) at least one effective strategy and reference the source used underneath your answer using correct APA referencing.

The users that often complain are very rarely satisfied with the response they receive and often continue to complain. A possible solution is to apologise and provide a sympathetic ear (Zucal, 2016).

# Task 5: Customer Service Channels - Phone / Voice Support Scripts

**Learning Outcome:**

* Follow standard procedures when providing IT services and focus on the delivery of best services to end user

**Marking Criteria:**

|  |  |
| --- | --- |
| Step 1 and 2   * The possible incident or service request must suit the type off job it is prepared for i.e. be a plausible problem that could occur in that job. * Detailed description of the incident has been provided | 1 mark |
| Step 3   * The initial greeting is brief and to the point and introduces the organisation, the agent and maybe a general question e.g. how can I be of assistance? * A professional profile has been maintained.   Step 4   * Caller identification / user authentication questions have been posed to ensure security. |
| Step 6  The script used to close the call thanks the customer and ends on a positive note. |
| Step 5   * Appropriate prompts that relate to the problem are chosen that will elicit useful information for troubleshooting and solving the problem | 2 marks |

**Objectives:**

* Create a script for a specific purpose which may be useful to a current job or career.

**Background:**

Many agents have scripts to help handle routine aspects of an incident. A script is a prepared sequence of statements, questions or fields that covers important aspects of an incident (Beise, 2015).

**Required Resources:**

Internet Connection. You may find the customer links call handling pdf very useful for this task. See link on Moodle for this topic.

**Instructions:**

In this section, you will choose a technical support job description from either task 1 or seek.co.nz, and you will create a telephone script that could be useful for that position. Alternatively, you could also refer to a current position you hold or have held in a company or a position you may wish to obtain. Your script must cater for a common incident, or scenario that is likely to occur for a user or customer of that organisation.

**Criteria:** Your script must cover the following fields:

* **How you will answer the telephone for the company.**
* **How you will authenticate and verify an end user.**
* **Details of information that you will need to gather to solve the incident.**
* **How you will close the call.**
* **Any other relevant information.**

**Step 1 Name your Job and Organisation: Customer Support at Paxus**

**Need Help: Refer to Moodle for a pdf called ‘creating scripts call handling’**

**Step 2:** after you have selected the organisation and job, you need to imagine or select a potential incident / scenario that you may need a script for. **Give a detailed description of the incident below.**

**Possible incident scenarios that could utilise a script include:**

* A Telco / ISP needs to gather client information for reporting an incident to Chorus
* A level 1 agent needs to escalate a problem to level 2 technical support
* A new employee wants access to the network and related services
* List of things to try when troubleshooting an Internet Connection for an end user within your organisation. This could be wired or wireless – please state.
* List of things to try when troubleshooting a printer connection for a customer /user
* Account creation of a new user / customer.

**Incident Description:**

Client updating information for posted job position. Due to security, information being updated requires assistance to ensure user is authorised to update the listing.

**Step 3:** **Create the initial greeting.** This is how you introduce yourself and the organisation to the customer.

Welcome to Paxus Support,

this is Jordan speaking how may I help you today.

**Step 4: User Authentication or Caller Identification**

Set out how you will verify this is, who he or she, says it is.

To continue I require you to answer some questions,

What is your name?

…

What is the reference number for the position?

…..

What is your email address?

…

**Step 5: Gather the ‘Right’ Details**

What information do you need from the customer to solve this incident?

I require the information on their position post that require updating, removal and added on.

**Step 6: Close the Call**

Detail how you will close your call.

Thanks for calling today,

Have a lovely day.

# Task 6: Customer Service Channels – Email, Chat, Web Portal and Social Media

**Learning Outcome:**

* Follow standard procedures when providing IT services and focus on the delivery of best services to end user

**Marking Criteria:**

|  |  |
| --- | --- |
| Part 1: Email, Zendesk and Macros   * A ticket is created and the correct macro is chosen. | 1 mark |
| Part 4: Social Media   * Student has used the Rexnet Facebook page to post, like and log a ticket in Zendesk. * Student describes how the social media channel could be used by an IT provider. | 1 mark |

**Background:**

*Channels*are the ways that you engage with your customers (how they create support requests and how you communicate with them) (*Zendesk).*

**Required Resources:**

Internet Connection with access to <https://rexnet.zendesk.com>

**Part 1: Email, Zendesk and Macros**

**Scenario:**

You work on the service desk for a company called Power Solutions. There is a known problem among the IT management team concerning the slowness of the network during times of high demand. Network Operations are currently working on resolving this issue, however you often get repetitive emails from end users during this time complaining about this problem.

1. Work in pairs with one person acting as the agent and the other acting as the end user. The agent needs to sign into <https://rexnet.zendesk.com> as either agent1 or agent2 and open the agent interface. The end user only needs access to an email account (personal email is fine).
2. The end user needs to create an email with the following content and send it to [support@rexnet.zendesk.com](mailto:support@rexnet.zendesk.com). Use your own name to sign off the email.
3. The agent needs to reply to this through Zendesk. Select the correct Macro and sign it off with your name also.

End User Email:

“I have been trying to copy several files to my accounting drive and it has been taking too long. Also just opening files from this drive takes several minutes and then sometimes fails. I am also having major problems accessing the Power site and downloading the account data I need. This is severally impacting my work – what is happening?”

Regards

(Use your own name)

Make sure you record the ticket number here: #6433

**Part 2: Zopim Chat**

**Instructions:**

Visit these sites to view how chat can be integrated into your web portal or website. You may have to wait a few minutes before a chat window pops up. Notice in the corner it is driven by Zopim – this is the chat system that Zendesk uses.

* [**https://wintec.ac.nz**](https://wintec.ac.nz)
* [**http://cloudair.zendesk.com**](http://cloudair.zendesk.com)

Your tutor will demonstrate the Zendesk chat feature in class.

**Part 3: Zendesk Help Centre**

**Background:**

The Zendesk Help Centre provides both a web publishing platform and a community platform. This is referred to as ticket deflection and it's essential for scaling the support you provide to your customers. This is not just an online knowledge base but also a place that your customers can interact with other customers, receive live support, submit a request form or post comments for all to see. Follow the instructions below to explore.

**Instructions:**

1. Sign in as either agent1 or agent2
2. Be sure to read the rules on Welcome to our Rexnet Help Centre before using the site. You may also wish to check out this video [**https://www.zendesk.com/self-service**](https://www.zendesk.com/self-service)
3. Click on the Semester 1 2016 category and choose your stream or class. This is where you will complete the next task.
4. Your tutor will show you the Wintec Help Centre.

**Part 4: Social Media**

**Background:**

The Facebook channel monitors your Facebook page and converts wall posts and private messages to tickets. Agent comments in Facebook tickets appear on your Facebook page.

**Instructions:**

In this part, you will visit our Rexnet Facebook page for this Tech Support Module.

1. Log into Facebook with your personal account and search for ‘Rexnet Tech Support.’
2. Post a comment on the wall.
3. Now log into the Zendesk agent interface as agent1 or agent2 and you should have received a new ticket with your message loaded. Reply to this message from the ticket and then in about 1-2 minutes your message will appear on the Facebook Wall.
4. In no more than 3 sentences describe how this channel could be effectively used by an IT provider.

**A channel acting through social media allows users/clients easy and quick feedback. By promoting this channel users/clients can see problems other users are having and how they were fixed reducing repetitive tickets and providing online information for users to resolve their own problems.**

# Task 7: Writing for end users

**Learning Outcome:**

* Follow standard procedures when providing IT services and focus on the delivery of best services to end user

**Objectives:**

* Write a technical article that solves a common problem for end users.

**Marking Criteria:**

|  |  |
| --- | --- |
| Technical Article:   * The instructions can be followed by a user seamlessly * Follow the rubric provided at the end of the task. If ‘**No’** is marked by you for the first outcome, then take **3 marks off**; any other ‘**No’** is **one mark off**. * Take peer evaluation into consideration. * The student successfully uploads their article to the help centre at <http://rexnet.zendesk.com> | 5 marks |

**Background:**

Writing technical documents is a task associated with technical support. It encourages users to be self-reliant and can potentially reduce the burden of requests on the service desk. In this task, you will write a technical article that solves a common problem for end users.

**Part 1: Choose a Topic**

You can either choose one of these potential topics or create your own topic.

* Changing your local account password on windows 10
* Adding a network printer in devices and printers
* Set up your home router for wireless connectivity
* Set up and receive emails from exchange server to your mobile device
* How to configure rules to manage your mailbox in outlook
* How to clear your browser cache in Chrome or Firefox
* How to use disk clean up on a windows machine
* How to perform a Defragmentation on C-Drive
* How to use the local wireless network on mobile devices
* How to archive your emails in outlook
* How to sync your contacts from your mobile device to Gmail

**Part 2: Justify your intention**

(The answer **does not** include because I need it for this task / course).

In 2-3 sentences explain who your intended audience is and what benefit this article will be for them.

My Article is how to add a network printer

This article is intended for people that don’t have any or very little knowledge of windows systems. My article includes step by step process of navigating to printer settings on different versions of windows (7,8 and 10). It includes images to ensure the reader knows where to navigate to.

**Part 3**: Generate a list of important ideas to be covered. List them below.

* Navigation
* Scanning for printer
* If device doesn’t show up

**Part 4: Gather your resources / material**

This will include:

* **Screen shots** from your pc
* Pathways and locations of applications
* Camera Pics can be included if you take the picture yourself

**Part 5: Complete the writing process using Microsoft word.**

1. Put your ideas and resources in a logical order from first to last under headings and sub headings
2. Write your first draft
3. Review and test the document by:

* Verifying it works and will actually produce the desired outcome
* Flows seamlessly for the user involved
* Get a partner to test it and see if they can produce the same outcome
* Identify flaws and areas that need improvement

1. Edit and make the changes and adjustments identified in c.
2. Write draft into final form and proofread
3. Evaluate the document by using the marking rubric below. Get a pair to evaluate it using this rubric also.

Work was uploaded to:

<https://rexnet.zendesk.com/hc/en-us/sections/360000269696-Semester-1-2020-Articles>

under the heading “connecting a printer in windows 10”.

|  |  |  |
| --- | --- | --- |
| **Outcome:** | **Yes** | **No** |
| Meets desired outcome effectively. Solution is followed and reached seamlessly by user. (3 marks) |  |  |
| Clearly explained – no clutter  (1 mark) |  |  |
| Use of short, declarative sentences, brief phrases, and lists  (1 mark) |  |  |
| Pictures are self-sourced, clear and effective  (1 mark) |  |  |
| Grammar and sentence structure is correct  (2 marks) |  |  |
| Clearly structured layout – no clutter  (1 mark) |  |  |
| Language is professional and free of unnecessary jargon  (1 mark) |  |  |
| Peer’s Initial: \_\_\_\_\_\_\_\_ | | |

# Task 8: IT Security

**Learning Outcome:**

* Identify human behaviour that affects IT security and evaluate mitigation techniques and policies

**Objectives:**

* Identify potential security threats
* Recognize the components of company IT security policy
* Identify common preventive maintenance techniques for IT security threats
* Identify human behavior that affects security

**Marking Criteria:**

|  |  |
| --- | --- |
| Activity 1:   * 3 threats have been identified and explained * 3 plausible mitigation techniques have been suggested. | 2 marks |
| Activity 2 & 3:   * All parts in the password task is complete * Moodle quiz: “Discover your own unsafe online behaviour” is complete | 2 marks |
| Activity 4: Malware Incident   * Completion of an internal communication Zendesk ticket advising of a malware incident * Instructions on finding further information and obtaining IT support (i.e. link to Help Centre) | 1 mark |

**Background:**

In this lab you will identify potential security threats to an organisation and research or offer possible solutions to these threats.

**Required Resources:**

Internet Access

**Activity 1: Identify potential security threats**

**Instructions:**

List three potential security threats / issues from the power point and detail below why these are IT security threats. Also, detail how you could possibly prevent these threats / issues from occurring within your role as an agent on a service desk or tech support. You may need to do some research.

1. Promiscuous USB Flash Drives including external drives

USB drives can contain viruses and malware. Once inserted into the computer it can damage, corrupt, or replicate itself onto the system. USB drives call also be rigged up as kill drives that can short circuit the device damaging the connector or motherboard of the system.

A random USB dive on a desk should be identified before inserting it into a company or secure device. If an owner cannot be identified it should not be inserted into a company device if the information is needed inserting into a private device with adequate virus protection and running scans may allow the device and data useable without compromising the systems

1. Sharing Password and Usernames

Sharing information like usernames and passwords may allow unauthorised people to access the account and leak information or account details. If the information is passed t the wrong person, the account may become compromised leaking private information and data.

Sharing usernames and passwords should never be done. If someone needs access to something from your account sharing the media they need reduces the likelihood that a severe information leak will occur. And if the user requesting access needs specific privileges talking to the administrator to allow their own account access is a better option.

1. BYOD Software issues e.g. no antivirus software

Bring Your Own Devices (BYOD) allows you to work or company information, projects or access secured or private information. An unsecure BYOD device would allow the device to be compromised then the compromised device would have access to private and secure information from the company.

Your devices should be checked for updated and adequate virus protection before having access to company networks and information to reduce the likelihood of an information or account breach.

Activity 2: Create and Store Strong Passwords

1. Objectives

Understand the concepts behind a strong password.

Part 1: Explore the concepts behind creating a strong password.

Part 2: Explore the concepts behind securely storing your passwords?

1. Background / Scenario

Passwords are widely used to enforce access to resources. Attackers will use many techniques to learn users’ passwords and gain unauthorized access to a resource or data.

To better protect yourself, it is important to understand what makes a strong password and how to store it securely.

1. Required Resources

* PC or mobile device with Internet access

1. Creating a Strong Password

Strong passwords have four main requirements listed in order of importance:

* + - 1. The user can easily remember the password.
      2. It is not trivial for any other person to guess a password.
      3. It is not trivial for a program to guess or discover a password.
      4. Must be complex, containing numbers, symbols and a mix of upper case and lower case letters.

Based on the list above, the first requirement is probably the most important because you need to be able to remember your password. For example, the password **#4ssFrX^-aartPOknx25\_70!xAdk<d!** is considered a strong password because it satisfies the last three requirements, but it is very difficult to remember.

Many organizations require passwords to contain a combination of numbers, symbols, and lower and upper case letters. Passwords that conform to that policy are fine as long as they are easy for the user to remember. Below is a sample password policy set for a typical organization:

* The password must be at least 8 characters long
* The password must contain upper- and lower-case letters
* The password must contain a number
* The password must contain a non-alphanumeric character

Take a moment to analyze the characteristics of a strong password and the common password policy set shown above. Why does the policy set neglect the first two items? Write your explanation below.

|  |
| --- |
| One reason could be that if the owner of the account can’t remember their password well then an unauthorized user wont easily guess it  If all the policy is followed the result should not be easily guessed by unauthorized people but will be hard for users to remember. They want security over being easy to remember |

A good way to create strong passwords is to choose four or more random words and string them together. The password **televisionfrogbootschurch** is stronger than **J0n@than#81**. Notice that while the second password is in compliance with the policies described above, password cracker programs are very efficient at guessing that type of password. While many password policy sets will not accept the first password, **televisionfrogbootschurch**, it is much stronger than the second. It is easier for the user to remember (especially is associated with an image), it is very long and its random factor makes it hard for password crackers to guess it.

Using an online password creation tool, create passwords based on the common company password policy set described above.

* + 1. Open a web browser and go to <http://passwordsgenerator.net>
    2. Select the options to conform to password policy set
    3. Generate the password.

Is the password generated easy to remember?

|  |
| --- |
| cNRc8S!j  No |

Using an online password creation tool, create passwords based on random words. Notice that because the words are appended together, they are not seen as dictionary words.

* + 1. Open a web browser and go to <http://preshing.com/20110811/xkcd-password-generator/>
    2. Generate a random word password by clicking **Generate Another!** at the top portion of the webpage.
    3. Is the password generated easy to remember?

|  |
| --- |
| Cannot care food aside  Yes |

1. Securely Storing Passwords

If the user chooses to use a password manager, the first strong password characteristic can be dropped because the user has access to the password manager at all times. Notice that some users only trust their passwords to their own memory. Password managers, either local or remote, must have a password store, and it can be compromised.

The password manager password store must be strongly encrypted and access to it must be tightly controlled. With mobile phone apps and web interfaces, cloud-based password managers provide anytime, uninterrupted access to its users.

A popular password manager is Last Pass.

Create a trial Lastpass account:

* + 1. Open a web browser and go to <https://lastpass.com/>
    2. Click **Start Trial** to create a trial account.
    3. Fill out the fields, as instructed.
    4. Set a master password. This password gives you access to your LastPass account.
    5. Download and install the LastPass’ client for your operating system.
    6. Open the client and log in with your LastPass master password.
    7. Explore LastPass password manager.

As you add passwords to Lastpass, where are the passwords stored?

|  |
| --- |
| The passwords are encrypted with your email and master password then sent to lastpass networks to be stored but are only locally decrypted on your device |

Besides you, at least one other entity has access to your passwords. Who is that entity?

|  |
| --- |
| The lastpass networks |

While having all your passwords stored on the same place can be convenient, there are drawbacks. Can you think of any?

|  |
| --- |
| Is anyone has your master password they have access to all your passwords |

1. What Is a Strong Password Then?

Using on the strong password characteristics given at the beginning of this lab, choose a password that is easy to remember but hard to be guessed. Complex passwords are OK as long as it does not impact more important requirements such as the ability to easily remember it.

If a password manager is used, the need to be easily remembered can be relaxed.

Below is a quick summary:

Choose a password you can remember.

Choose a password that someone else cannot associate with you.

Choose different passwords and never use the same password for different services.

Complex passwords are OK as long as it does not become harder to remember.

**pik4Yu@9**

**Pick For You At Nine**

**Activity 3: Discover your own unsafe online behaviour**

* Go to Moodle Tech Support module IT Security tab, and complete the quiz on the tutorial section called: **Discover your own unsafe online behaviour**
* Aim to get the lowest score possible

**4/24**

**Activity 4: Malware Incident**

The Rexnet service desk team have started receiving reports from several internal departments that the intranet homepage has changed to an external website. In other words, internal users are being redirected to a fraudulent intranet site.

* Write an internal email communication (as a ticket) to the business users
* Outline the steps the customers will need to take to rectify the situation or obtain technical support (i.e. a link to the Help Centre)
* Service Desk Email signature timestamp
* Provide a screen shot of the Zendesk ticket here below

#6435