**Example Scenarios and Terminology**

**Scenario 1: Website Woes**

* **Customer:** "I can't access my online banking website! It keeps saying 'DNS server not found.' What does that even mean?"
* **Key Terms:** DNS (Domain Name System), DNS server, IP address, browser cache, firewall
* **Possible Causes:**
  + DNS server issues
  + Browser problems
  + Website outage
  + Firewall restrictions
* **Troubleshooting Steps:**
  + Check DNS settings.
  + Clear browser cache.
  + Test the website in another browser.
  + Temporarily disable firewall.

**Administrative Processes / Technical Difficulties**

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**Scenario 2: Wi-Fi Frustrations**

* **Customer:** "My Wi-Fi keeps dropping out! I can't stream movies or even browse the web without it disconnecting."
* **Key Terms:** Wi-Fi, router, modem, signal strength, interference, channels, bandwidth
* **Possible Causes:**
  + Distance from the router
  + Physical obstructions
  + Interference from other devices
  + Outdated router firmware
* **Troubleshooting Steps:**
  + Check Wi-Fi signal strength.
  + Relocate the router or devices experiencing issues.
  + Change Wi-Fi channel.
  + Update router firmware.

**Administrative Processes / Technical Difficulties**

**Scenario 3: Sluggish Downloads**

* **Customer:** "My internet is so slow! It's taking forever to download this file."
* **Key Terms:** Download speed, upload speed, bandwidth, Mbps, network congestion, throttling
* **Possible Causes:**
  + Network congestion
  + ISP throttling
  + Background applications consuming bandwidth
  + Outdated network hardware
* **Troubleshooting Steps:**
  + Run a speed test.
  + Close unnecessary applications.
  + Check for background downloads.
  + Consider upgrading internet plan or hardware.

**Administrative Processes / Technical Difficulties**