Exam Report: 2.2.3 Practice Questions
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Overall Performance

Your Score: 33%

Passing Score: 80%

View results by: ◯ Objective Analysis   ⦿ Individual Responses
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Individual Responses

▼ **Question 1:**   <u>Incorrect</u>

You are the PC technician for a company. An employee has gone to a meeting while you fix the computer in her office. She accidentally left a report open next to her computer. It states that a friend of yours in accounting will be submitted for review if their poor work performance continues.

Which of the following is the BEST action to take?

  ◯ Give your friend a heads up about what you found, but don't tell them how you got the information.

➡ ◯ Ignore the paper and tell no one of its contents.

  ⦿ ~~Tell your fellow PC technicians about what you saw and let them decide what to do with the information.~~

  ◯ Tell your friend about the report you saw and whose desk it was on.

Explanation

You should ignore the paper and tell no one of its contents. Complete confidentiality is expected for any sensitive information that may be found in an employee's office. It is never appropriate to share sensitive, work-related information found in an employee's office with anyone in a company.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_CONFIDENTIAL]

▼ **Question 2:**   <u>Incorrect</u>

As you arrive on-site to fix an issue, you are met by a frantic employee who immediately details how critical the issue is and how important it is to fix it as quickly as possible. Having seen this same issue many times, you say to the customer, "Stop worrying. I know what I'm doing."

Which of the following professionalism principles is the technician failing to follow?

➡ ◯ Avoid dismissing customer problems.

  ◯ Avoid an argument with the customer.

  ◯ Avoid being judgmental.

  ⦿ ~~Maintain a positive attitude.~~

Explanation

Although you may have great skills and may have even fixed the same issues on many occasions, to this customer, this problem is new, critical, and frightening. You should always listen intently and

acknowledge the customer's concerns. You should never dismiss the customer's problems, even if it is
~~able to answer~~ know how to fix the issue.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_DISMISSING]

▼ **Question 3:**   <u>Correct</u>

As you troubleshoot a problem during a customer appointment, you discover the problem is directly related
to the customer's actions.

Which of the following is the BEST way to address the situation?

➡ ⦿ Tactfully explain the problem without accusing or judging the customer.

   ◯ Ask the customer, "What did you do to it?"

   ◯ Fix the problem without saying anything, realizing that you'll probably be back to fix the same
      problem again.

   ◯ Explain the problem with abbreviations for well-known components to convey information
      quickly.

Explanation

If the problem is related to user error or is caused by actions taken by the customer, tactfully explain the
problem without accusing or judging the customer. Avoid using jargon, abbreviations, and acronyms.
When you do use technical terms, take the time to explain them in simple language. Avoid being
judgmental, insulting, or calling the customer names.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_EXPLAIN_PROBLEM]

▼ **Question 4:**   <u>Correct</u>

You have responded to a call from a customer who is having problems with his computer. After
troubleshooting the problem, you discover the switch on the power strip was off. After switching it on, all
of the components and their functionality return to normal.

Which of the following is the BEST way to explain the solution to the customer?

   ◯ "Next time you need to call, check this power strip switch. It was turned off. That's why nothing
      worked. If I were you, I would have checked this first and saved both of us time."

➡ ⦿ "I found this power strip switch in the off position. Now that it's on, it looks like everything is
      working. It appears as though that was the problem. Can you confirm that the problem has been
      resolved?"

   ◯ "That was probably the easiest problem I've ever fixed. I am surprised you had to call in. Thanks
      for making my day! All I had to do was flip this little switch. You're good to go."

   ◯ "All I did was flip the power strip switch on. You probably bumped it by accident. And that
      accident just cost you about $80. But don't feel bad, accidents happen to everyone. Although, this
      one could have been easily avoided."

Explanation

In this case, the following is the best way to explain the problem to the customer:

> "I found this power strip switch in the off position. Now that it's on, it looks like everything is
> working. It appears as though that was the problem. Can you confirm that the problem has been
> resolved?"

The response is clear and, and it is not judgmental or insulting. In addition, you are asking the customer
to make sure that the problem no longer exists. You should never insult, judge, or belittle a customer in
any way, even if the problem is directly related to their actions.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_EXPLAIN_SOLUTION]

▼ **Question 5:**   <u>Correct</u>

You work at the IT help desk in your company. An employee calls to report a problem with her workstation, and a service ticket is assigned to you. You respond to the service ticket immediately and arrive at the employee's workstation within minutes. When you say hello, she responds in Spanish. You realize that she only speaks Spanish, and you only speak English.

What should you do?

➡ 🔘 Find an interpreter.

   ⚪ Walk away and assign the problem to someone else.

   ⚪ Ignore the user and start working on the computer.

   ⚪ Use hand gestures to communicate.

Explanation

If you do not understand a customer's language, then find an interpreter before solving the problem. Refusing to help will most likely confuse, irritate, or offend the customer. You may be able to solve the problem without talking to the customer, but this action might take longer to discover the problem, and does not reflect professionalism in the workplace. Using hand gestures most likely will not work for technical communications.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_INTERPRETER]

▼ **Question 6:**   <u>Incorrect</u>

A Help Desk technician receives a call from a user who is unable to download new messages from the company's email server. The technician tells the user to open a command prompt, ping the email server, and check the SMTP and POP3 server IP addresses.

Which of the following mistakes did the technician make?

   🔘 ~~The technician did not walk to the user's desk and conduct the tests for the user.~~

   ⚪ The technician had a negative attitude and failed to take notes.

   ⚪ The technician did not have the user check the workstation's IP address first.

➡ ⚪ The technician used jargon that the user probably didn't understand.

Explanation

By using technical jargon, the technician did not handle the request properly. While words like ping, SMTP, POP3, and IP address are familiar to system administrators and help desk technicians, most end users are not familiar with these terms.

The technician did not exhibit a negative attitude.

Most Help Desk issues can be handled either verbally or remotely without the technician visiting the user face-to-face.

The technician's mistake was an improper communication technique, not a technical mistake.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_JARGON]

▼ **Question 7:**   <u>Correct</u>

A user asks you to perform a task that you do not know how to do and is not in the scope of your job duties.

What is the BEST way to respond to this situation?

○ Tell the user it isn't in your job description and move on with your current task.

○ Try to perform the task by yourself.

○ Tell the user that they will need to find someone else to take care of their problem.

➡ ◉ Explain to the user that this is not a task you can perform, but you will do your best to contact someone who can perform the task.

Explanation

The best response is to explain to the user that this is not a task you can perform, but you will do your best to contact someone who can take care of the job and arrange for them to perform the task.

You should never try to perform a task that is beyond your ability or job description. You could end up making the problem worse. If there is a task that you can't perform, you should not leave it up to the user to find the correct help. This can make a user feel overwhelmed or abandoned.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_JOB_SCOPE]

▼ **Question 8:**   Incorrect

You are an IT technician for your company. A coworker calls your department and asks for help fixing his malfunctioning internal Blu-ray drive, which he installed himself. When you arrive, you unplug and then open the employee's computer.

As you begin to examine his computer, the employee begins to describe the steps he has taken to install and troubleshoot the issue on his own. You examine all of the connectors and discover that the employee forgot to connect the Blu-ray drive's power cable. Your initial thought is, "How stupid can this guy be?" but you restrain from making any comments.

At that moment, another coworker calls your cell phone. The ringing of the phone distracts your thoughts, and while the owner of the computer is still explaining the troubleshooting steps already completed, you quickly connect the power to the device and close the computer.

A quick test determines that the device is now working.

Which of the following professionalism principles is the technician failing to follow? (Select TWO).

➡ ☑ Actively listening

➡ ☐ Avoiding being judgmental

☑ ~~Argue with customers and/or be defensive~~

☐ Talking to coworkers while interacting with customers

Explanation

In this scenario, the technician should have taken the time to actively listen to what the end user was saying instead of ignoring him and beginning to troubleshoot while he was still talking. The technician should have also been taking notes, which could then be helpful while troubleshooting.

Even though nothing was said verbally, the technician should avoid being judgmental, even if only mentally.

The technician did, however, avoid the distraction of answering the phone call and discussing anything with the calling coworker.

References

TestOut PC Pro - 2.2 Professionalism

[e_prof_pp6.exam.xml Q_PROFF_LISTEN_NONJUDGEMENTAL]

▼ **Question 9:**   <u>Incorrect</u>

A user calls her organization's help desk to request help connecting to a network server. The Help Desk technician visits her desk to resolve the issue. Once there, the technician uses the user's telephone to call his girlfriend. Even though the technician solves the problem, the call lasts the entire time the technician is at the user's desk.

Which of the following mistakes did the technician make?

➡ ◯ The technician should not have used the user's telephone for a personal call.

◯ The technician should have used a remote assist application instead of visiting her desk.

◯ The technician should have sent the user instructions in an email.

◉ ~~The technician should have directed the user to the network software's documentation on the internet.~~

Explanation

The technician should not have used the user's telephone for a personal call. Doing so is very unprofessional. He should have devoted his attention to the user and her problem while he was at her desk.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_PERSONAL_CALL]

▼ **Question 10:**   <u>Incorrect</u>

You have been called in to a customer's site to troubleshoot and fix one of their computers. From the description you received on the phone (prior to coming to their office), you have already given the customer an idea of which component may need to be replaced and how much it would cost to repair. You have been given permission to fix that component at the cost you quoted.

When you open the computer and begin troubleshooting, you notice that what you suspected was broken was, instead, working perfectly. The real issue is soon discovered. After checking with your suppliers, you find that the replacement component is less than the component you had intended to fix.

Which of the following is the BEST course of action?

◯ Decline to fix the broken component.

◯ Fix the broken component for the agreed price and let the customer think you fixed the other component.

➡ ◯ Obtain authorization before repairing the broken component.

◉ ~~Fix the broken component and surprise the owner with a lower price than expected.~~

Explanation

Your safest and most professional course of action is to always get authorization before making repairs. Although the customer had given permission to fix the suspected component, they may have second thoughts when they find out what really needs to be fixed, even if it costs less.

You should never lie about a repair. Not only is it dishonest, but if the initial component breaks in the near future, your customer will want it repaired on warranty, and you will be out the cost of the repair.

Turning away business when services can easily be completed is unproductive.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_REPLACEMENT_OPTIONS]

▼ **Question 11:**   <u>Incorrect</u>

You are a PC technician for a company. An employee needs you to install some software on his computer over his lunch break. When you log on to the computer, you notice the employee's desktop has so many shortcuts and files that you can hardly see the desktop background.

Which of the following actions should you take?

- ◉ ~~Move the shortcuts into a single folder, and then look at each file and organize them into folders based on their contents.~~

- ◯ Delete all the shortcuts and move all the files into a single folder on the desktop, and then inform the employee what you did.

➡ ◯ Install the software and leave the employee's computer exactly how you found it.

- ◯ Create a folder named "Clutter" and move everything from the desktop into it. Then tell the employee they should organize what is in that folder.

Explanation

The best thing to do in this situation is to leave the computer exactly as it is. Even if you think the desktop is unorganized and cluttered, you need to respect others' workspace.

Do not delete, move, or change the items on the employee's desktop. You should never look at the files on an employee's computer unless it directly pertains to what you have been asked to do.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_SHORTCUTS]

▼ **Question 12:**   Incorrect

While on a service call at a customer site, you are discussing the problem with the customer when your cell phone rings. You check the caller ID, and you see that the call is related to parts you ordered for another customer.

Which of the following is the MOST professional way to handle the situation?

- ◯ Ignore the phone and let it continue ringing until the caller reaches your voicemail.

- ◯ Answer the phone and say, "I'm busy right now. I'll call you right back."

➡ ◯ Ask the customer if it is okay to take the call, and then step into the hallway to briefly talk on the phone.

- ◉ ~~Immediately answer the phone and try to finish the call as fast as you can.~~

Explanation

Because the call is work-related, the most professional way to handle the situation is to ask the customer if they mind if you take the call. Most customers will have no problem with this.

Letting the phone continue to ring is very distracting. Quickly answering the phone without asking the customer is rarely appropriate, even if it is to say you'll call the person back.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_TAKE_CALL]

▼ **Question 13:**   Incorrect

A PC technician knows he will be late to an appointment with a customer. Which of the following actions should the technician take? (Select TWO).

- ☐ Blame your tardiness on heavy traffic.

- ☑ ~~Explain why you are late.~~

➡ ☑ Contact the customer and apologize.

☐ Tell a joke to ease the situation.

➡ ☐ Give a realistic timeframe for your arrival.

Explanation

As a technician, if you are going to be late to an appointment, contact the customer, apologize for the inconvenience, and give a realistic timeframe for your arrival. Use professional and courteous language at all times.

Avoid making jokes or commenting on issues unrelated to the purpose of your visit. Explaining why you are late may be courteous, but is typically trivial and not the best action to take. Blaming your tardiness on external factors does not help the situation.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_TIMEFRAME]

▼ **Question 14:**   Correct

You are the PC technician for a company. You received the following email from an employee:
My email doesn't work. I keep getting email sent back to me, and I can't find any of my old emails. I don't think that the email program has ever worked well.

When you arrive at the employee's desk, you observe how the employee accomplishes normal email tasks. You quickly determine that the problem is not with the email program, but that the employee needs to learn how to use the program. You have several high-priority tasks that need to be completed by the end of the day.

What is the BEST way for you to respond?

○ Inform the employee that there isn't anything wrong with the program and that he simply does not know how to use it correctly.

➡ ⦿ Set an appointment to train the employee on how to complete common email tasks.

○ Tell the employee to ask their co-workers how to use the program if he come across further problems.

○ Direct the employee to the email program's help utility.

Explanation

You should meet with the employee at a later time to show him how to use the email program. Even though teaching employees how to use their email may not be your highest priority, it doesn't mean that it isn't a high priority to the employee.

Bluntly telling an employee that they don't know how to use a program properly is not respectful or helpful. You shouldn't redirect questions to coworkers. If it is a problem that you can address yourself, it is your responsibility to provide assistance. Telling the employee to use the help utility in the email program may not be sufficient education. You could tell the employee about the help utility for future reference, but you should try to answer any questions directly while you're working with him.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_TRAINING]

▼ **Question 15:**   Incorrect

An employee calls you to demand more RAM for her computer to complete her work tasks. However, you know that her department doesn't have a budget for new equipment. Your supervisor is the only one that has authority to allocate department funds.

Which of the following is the BEST way to respond?

○ Tell the employee that she should make do with what she has.

➡ ○ Tell the employee that her department doesn't currently have a budget for equipment upgrades, but that you will let your supervisor know about the request so it can be properly determined if new RAM can be acquired.

◉ ~~Tell the employee that you will get new RAM for their computer as soon as possible.~~

○ Tell the employee that the best option is for her to purchase new RAM for the computer and bring it to work.

Explanation

The best response is to tell the employee that her department doesn't currently have a budget for equipment upgrades, but that you will let your supervisor know about her request so he can properly determined if new RAM can be acquired. You should not simply dismiss an employee's request. Perhaps this is not a need that is known to your supervisor and can be remedied. Though purchasing her own RAM is an option, it is the company's responsibility to supply sufficient equipment and supplies for their employees to complete their tasks. You do not have the authority to tell an employee that they will receive new supplies. All requests need to be directed to your supervisor first.

References

TestOut PC Pro - 2.2 Professionalism
[e_prof_pp6.exam.xml Q_PROFF_UPGRADE_REQUEST]