**Security Test**

**Single Answers**

1. Which is appropriate in the following community options? （B）
2. Ask customer to send log details by mail for investigation.
3. Deny customer’s request for email communication.
4. Provide screenshots with sensitive info to customer.
5. Customer says that his issue is very urgent and he wants to contact you via email/call instead of community. Which is proper behavior? （B）

A. Tell customer your business email address and help to solve his issue ASAP.

B. Tell customer we need to follow policy and you'll handle his case with high priority. Ticket will be a better option for him if necessary.

C. Suggest customer contact via third party tool.

1. If we need to test an issue with a big file included customer’s info in a public tool, we have a big file in our local machine, to really test it, where can we put it to? (D)

A. Twitter.

B. GitHub.

C. Personal OneDrive.

D. We can't share files with customer’s info to a public tool.

1. In forum, if you find some issue needs customer to collect logs for troubleshooting, what should you do: (C)

A. Ask customer to send logs to his personal cloud drive.

B. Ask customer to send logs via email to your working email address.

C. Do not collect any logs from customer. Ask customer to find other supported channel specialized for troubleshooting issues.

D. Ask customer to send logs to personal google drive.

1. Which is most appropriate if community customer sent you mail with un-known attachment and ask for further log investigation? （C）

A. Reply the mail and provide log analysis.

B. Share the mail in team group and ask for team members' suggestion.

C. Ignore the email and report to TL and answer in community thread post.

D. Download the attachment and do the investigation.

1. If customer said that he wants to add you to his Organization and help him resolve issue, what will you do? （C）

A. Tell him your account and let him add it to his Org, and help him resolve the issue.

B. Tell him that he can't add our account, but we can add him to our Org and test it with our Environment.

C. Tell him that he can't add our account, but we could provide some troubleshooting for this issue and help him narrow down this issue.

D. Tell him that he can't add our account, we have no good suggestion for this kind of issue.

1. Which snapshot can be posted while your posting responses? （B）

A. Other customer’s PII.

B. Snapshots not including our self-information or company information.

C. Non-MS public site.

D. Screenshot with third party tool, such as “Win Rar”.

1. If agents need to ask the customer to create a test account or get a test account from customer unless got who’s email approval? （B）

A. Wicresoft TA/TC.

B. Microsoft SDM.

C. Wicresoft mentor.

1. Which option complies the compliance regarding survey? （C）

A. Guide customer fill survey(five-star).

B. Change customer email address without customer permission.

C. Never ask for five-star survey result directly.

1. If the customer asks to use banned tool for remote session, what is correct? （C）

A. Customer's feeling is important we must follow it.

B. Close case and stop support.

C. Set proper expectation to customer that we are only allowed to use tool like LMI and Quick Assist etc., meanwhile report to PL.

1. Hi, I am calling you because my co-worker is in the hospital and I need to get access to his account so I can check the status of his requests. Can you give me access so I can do that? （A）
2. I am sorry to hear about your co-worker. For her protection, I will have to follow our policies of authentication before I can disclose her account information.
3. I am sorry to hear that! Let me pull up her account information right away so I can get you access.
4. I am so sorry to hear that. Can I add you as a friend to my Facebook account to support you through this difficult time?
5. Communication channels that are allowed for the phone support: （A）
6. Via your MS working email or IM or Call through MS Teams via MS account.
7. With your personal email or WS email.
8. Via QQ or WeChat.
9. Which choice is wrong about receiving files from customer? （C）

A. The laptop must be domain joined to an MSIT approved domain, with BitLocker on.

B. Clean up any copies of the files that are not stored in a DTM Workspace.

C. No need upload the files to the DTM workspace associated to the incident being worked on.

1. If customer A cannot sent file to his own workspace, what is allowed to do the following operations? （C）
2. Let customer A transfer files using USB.
3. Giving Google Drive link to customer A.
4. Never giving third party tools or non-official cloud drive to customer.

1. Agent can ask for customer's test account for troubleshooting? （A）

A. No. Agent can never ask for password from customer.

B. Yes, agent can.

1. How should you support the customer when the customer provided you the temp password? （A）
2. Explain that Microsoft does not want or need this type information, finish supporting this customer, and then report the incident to TLs, then TL will inform Security team and Team will email IPGIRTeam@microsoft.com.
3. Follow normal procedures. This scenario does not pose risk.
4. Explain to the customer that you cannot collect that type of information. Then report the customer to aka.ms/privacy response to report their privacy concern.
5. When there is something to be shared with colleagues, we can （D）

A. Use a USB flash drive to copy the materials you need to share to your colleagues.

B. Use the large attachment function of QQ mailbox to send emails to colleagues.

C. Upload the Baidu cloud disk and send the sharing link to the colleague using the company email address.

D. Upload to Microsoft authorized tools or using internal path to share file.

1. Please find out all behaviors that are technically banned within the Office: （D）
2. Watch “non-technical” videos using VPN.
3. Bring your bag into working area.
4. Share readiness to irrelevant people.
5. All above.
6. Which behavior is correct regarding compliance? （C）

A. Walk around the office without badge.

B. Use any storage device with USB interface (except Mobile phone).

C. Log out accounts in the working machine after out of office.

D. The hard drive bought online yesterday just arrived, agent takes it into the office area to test after receiving it.

1. What should we do when Customer needed a remote session for troubleshooting? （A）
2. Use Quick Assist/LogMeIn as the remote session tool.
3. Can use Non Microsoft remote software’s as the remote session tools, such as QQ.
4. Can share our desktop to CUSTOMER to reproduce the issue.
5. When should you report an incident? （A）
6. Immediately if I know or suspect customer data has been disclosed, accessed without authorization, misused or breached.
7. Once I have carried out a full investigation into the cause of the incident myself or I have confirmed that a breach has occurred.

1. If customer always fails to upload files to workspace/Rave, what tools can we use? （A）
2. Please report to your TL and get approval from SDM.
3. Baidu Cloud.
4. Other third-party tools.
5. Which option complies the compliance regarding survey? （C）

A. Fill survey on behalf of customer.

B. Contact the customers who are not directly associated to the case without any confirmation or approval from customer.

C. Never change primary contact without customer’s email approval in Rave/SD.

1. If the customer would like to share their credentials to you for testing the issue, what is correct? （D）

A. Take the password, and test the issue as soon as possible.

B. Ask the customer to create a test account for you instead.

C. Share your screen with the customer, and ask the customer to login remotely.

D. Tell customer that they can't share any password if they need us to test we can have a remote session and they login with hidden password and test in the remote session with their approval.

E. Suggest the customer to record a video for the issue, and share with you.

1. Which choice is wrong about remote assistance tool policy? （A）

A. Agent can view, open, delete, add, copy, or edit passwords, files or documents during remote assistance which are not specifically related to fixing the customer’s issue.

B. Never use Remote Assistance when the customer's personal information could be exposed, specifically during a purchase experience where payment information could be exposed. Offline usage of LMI or remote assistance is prohibited if you are not communicating with the customer via phone or chat tool (Communication Console).

1. Which choice is wrong about remote assistance tool policy? （C）

A. Don't transfer files during Remote Assistance. If a large file must be downloaded, help the customer download it from the internet, not from your computer or Remote Assistance Tool.

B. If a customer is not at their machine, immediately pause the sharing session to ensure you are only accessing areas of the file system required to troubleshoot the issue at hand.

C. If a customer moves away from their machine for an extended period, agent can continue sharing session.

1. What should you do when you sent the email to the wrong recipient? （B）
2. Notify the intended recipient that their information was compromised. Then ask them to submit a privacy concern at aka.ms/privacy response.
3. Inform the customer who was accidentally emailed that the email was meant for some else. Ask the customer to permanently delete the information. Then follow procedures to report to TM/TL.
4. When should you report an incident? （B）

A. Once I have carried out a full investigation into the cause of the incident myself or I have confirmed that a breach has occurred.

B. Immediately if I know or suspect customer data has been disclosed, accessed without authorization, misused or breached.

1. Which behavior comply with office security policy? （B）

A. Install SoGou, Google and other pinyin input methods.

B. Do not write down the password where others can see.

C. Visit chatting website or install WeChat for the communication between colleagues.

1. What is correct about password? （A）
2. It is prohibited to share your account info with others. Any kinds of sharing of account info is prohibited since each employee has his or her own one.
3. It is allowed for employees to enter the work area if your Microsoft account is not in valid status.
4. It is allowed to log on to multiple devices with one account at the same time.
5. It is allowed to use the same password for multiple accounts.
6. What kind of information/items should engineer check before sending out the email? （C）

A. Turn on the "auto complete email address" function.

B. No need double check the recipient (including BCC).

C. Check email subject and content in case of customer account, email address, screenshots and so on.

1. Which choice is wrong about access card policy? （C）

A. It is a must to use own Wicresoft access card when entering or leaving Wicresoft office area. It is strictly forbidden to follow others in or out of the office area.

B. If you forget to bring the access card, please go through the normal register process at front desk of 5th floor. After confirmation with your TL, the temporary access card will be given to you. Please also remember return it when you off duty.

C. Duplicate or alter the access card without permission.

D. It is strictly forbidden to lend your access card to others or let others keep it.

E. If you lost the access card, please report to your TL the same day, IT department will disable the original card. Please also reapply for it.

1. As for new hires, which of the following is correct? （A）
2. Do not copy or store the customer related information to the public website.
3. Disclose any company information to the third party, competitors and medias.
4. Share the workshop material without mark it as Internal use.
5. Taking photos in working environment and share them in WeChat.
6. The following compliance action is: （C）
7. Giving customer private contact information.
8. Bringing unrelated person into the office area.
9. Leaving desk with locking screen.

It is allowed to send readiness or training material to non-related or personal account.

1. When customer has to leave for urgent issue in the middle of communication with remote session, what will you do? (B)
2. Continue remote session without customer.
3. Stop remote session and wait for customer back.
4. What would you do when customer sends private message to you in community asking for private phone call support? (B)
5. Reply customer in community immediately.
6. Tell customer that we are not allowed communicate with personal contact.

**Multiple Answers**

1. What kind of customer info should be protected? (ABC)

A. Telephone number.

B. Bank details / account numbers.

C. Location or organization name.

1. Which is personal data? （ABC）

A. Account Name.

B. IP address.

C. Email address.

1. Which below guidelines should agent follow When using Microsoft Teams? (ACD)

A. Do not post any customer personal data in Teams.

B. Talk to guest account using teams.

C. Do not post any business, site, or personal information in Teams.

D. Do not post product keys, Installation ID (IID’s), or Confirmation ID (CID’s) in Teams.

E. Use Teams as a case escalation process.

1. What are compliant policies for Microsoft tools? (AB)

A. It is not allowed to take Smart Card/Yubikey away from the office building.

B. It is prohibited to ask the customer to create a test account for you.

C. It is allowed to install MS tools (outlook, Teams, ODB and etc.) with login Microsoft account in personal device.

D. It is allowed to communicate out of scope business via Teams.

1. Which are wrong in the following options? (ABC)

A. Contact customer via WeChat.

B. Use customer's username and password to test website.

C. Ask customer to post code snippet rather than total project.

D. Send the screenshot without erasing your IP/Name to customer.

1. Which behaviors violate the compliance regarding PII (personally identifiable information)? (ABC)

A. Share customer A's info with customer B.

B. Ask customer for Credit card info, or forget to remove customer's full Credit Card info in private note, email, escalation template, attachment.

C. Save, disclose or share customer's PII in private note.

D. Do not ask customer for his admin log in ID and password to do troubleshooting or testing.

1. Which websites are prohibited to visit online in office, especially using VPN? (ABC)

A. Chatting websites, like web QQ, Taobao, Web WeChat.

B. Social websites, like Facebook, You Tube, etc.

C. Game websites, stock websites, novels or songs websites, etc.

D. Microsoft websites related to business need.

1. For forum support line, what information is considered as sensitive? （ABC）
2. User phone number.
3. User email address.
4. Domain name.
5. How to avoid customer info leak in data lifecycle? （ABC）

A. Don't download customer's whole project.

B. Don't save customer's data to local site.

C. Don't share customer’s data to public platform.

1. Which choice is wrong about remote assistance tool policy? （AD）

A. Use Remote Assistance to manipulate the chat survey or to submit input to the survey form.

B. Do not use Remote Assistance if the customer is no longer connected via phone or chat.

C. Immediately end the sharing session once customer leave the session.

D. There is no need to let customer know what you’re doing when you control customer PC in a remote session.

1. What are appropriate options if you see customer posted picture included sensitive info? （BC）

A. No remind customer until you finish all cases.

B. Report to leader immediately and comment in reply.

C. Remind customer modify it with comment posted.

1. Which behavior violates the privacy information? （BC）

A. Customers’ privacy information shouldn’t be quoted in your response or other threads even if they posted it in their issue description.

B. Snapshots including our self-information or company information, while your posting responses.

C. Examples including our self-information or company information should be presented in your PPT/workshop material or self-work notes.

1. Which are incorrect in the following? （AB）

A. Agent can contact customer by personal device.

B. Agents can send company's information via external email or public community.

C. Materials including our self-information or company information is not used in your posted blogs.

1. What are compliant policies for Microsoft tools? （AC）
2. It is prohibited to login Microsoft account in personal device via Teams.
3. It is allowed to communicate business with guest account.
4. It is prohibited to share screen with customer’s sensitive info via Teams.
5. Using personal account to sign in Teams.
6. Install all Microsoft apps such as outlook and teams in personal mobile devices to prevent any security risk.

1. Customer information cannot be downloaded in where? （ABCD）

A. Shared folder without TL's permission.

B. Teams.

C. OneNote.

D. Public website.

1. If customer A cannot sent file to his own workspace(DTM)or Rave tool, what is prohibited to do the following operations? （ABC）
2. Let customer share in public website.
3. Provide customer B's DTM link to customer A.
4. Provide third party tool link to customer A.

1. Which is personal data? （ABC）
2. User Email.
3. Server Name.
4. Customer’s organization information.
5. A customer calls you to discuss their account. Which of the below represents a potential social engineering attempt? （ABC）

A. The person refuses to give their contact information.

B. The person appears to be in a rush.

C. The person attempts to intimidate(恐吓、威胁) you.

1. Which of the following actions is not allowed to talk about company’s sensitive information（ABCD）?

A. Using laptop in the coffee shops, airports or parks.

B. Picking up phone in public.

C. Chatting face to face.

D. Posting in blog and forum (such as third-party forums).

1. The following options are prohibited to do in the office building: （ABC）
2. Connect personal mobile phone or laptops to Microsoft networks.
3. Visit Tabao, game websites, etc.
4. Share personal mobile hotspot to colleagues.
5. Never install third-party tools in the PC.
6. Which followings are potential activities of privacy info leak? （AB）

A. The email which should be sent to customer A was mistakenly sent to customer B.

B. Engineer copy the solution from A case to B case containing customer privacy information.

C. Decks (workshop, case triage, solution sharing) that not contains customer’s privacy information.

1. As for storing data info from customer in order to troubleshoot further with analysis, which behaviors below are correct? （AC）

A. For Forum team, they are not allowed to store any customer data locally.

B. Due to business request, your team could always store customer data for analysis and kept them for like three months.

C. For BC team, they are not allowed to store any customer data locally.

1. Which of the options break policy? （ABD）

A. Use personal account to create fake ticket for himself.

B. Ask for temp account and password from customer.

C. Do not bring non-related person into office.

D. Taking case photos with customer sensitive information to ask help from senior agent.

1. To prevent sensitive information leak, which the following option we need to check （ABCD）
2. Check if there is any customers’ privacy information in engineer’s response, even if it has been posted by customers in their issue description.
3. Check if engineer’s self-information or company information was posted in either snapshots or links.
4. Check if the e-mail recipients/senders are unanimous.
5. Check if engineer’s self-information or company information is posted in their blogs.

**Open-ended questions**

1. What regulations or incidents do you know are violations of compliance?
2. What should we do if customer’s personal data leak by accident?
3. List 5 things that you should consider about physical security checking.
4. What's the full name of GDPR? Why we need GDPR? What are the six key principles of GDPR?
5. Please list five types of personal data from customer that we need pay attention and how to protect them?
6. How often will you perform self-check on any files saved locally?
7. If you have a leave plan, but you have a case that needs a backup, can you leave your Microsoft account and password directly to your colleagues to help you reply? And why?
8. What steps need to be taken into consideration before you send emails to external customer or internal colleagues?
9. Readiness and training material cannot be shared to whom and where?
10. What should we do if customer want to talk with us via Teams directly?
11. Do you handle the logs collected from CX? How and Why?
12. Do you save files from customers in local? How you deal with these files?
13. How often will you perform self-check on any files saved locally? And how will you deal with them?
14. What you will do after have analyzed the customer's data logs or code? And Why?
15. What should an engineer do if the customer accidentally provides sensitive information (temp password/ product key) during the troubleshooting?
16. We need to ask permission to control CX's desktop when CX did not know how to do the settings needed? Why?
17. During remote session, what if Customer insisted requesting engineer to do the actions in his production environment. What you should do? Why?
18. What should you do if the customer has uploaded logs in forum? Why?
19. How to handle if a forum user provided personal data in his reply accidently? Why?
20. If OP provide the link of his logs or dumps in the TechNet website, what should we do? Why?
21. How to deal with the situations when CX asked for your personal contact information in forum?
22. What should engineer does when customer asks to analyze unknown zipped log file in the question post? Why?
23. If cx requests remote session with you or ask email/ phone support in the forum, what you should do? Why?
24. What would you do when you find the files customer shared in GitHub/SharePoint involved sensitive information? And Why?