Software Development Unit 3, 4.7

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# I respond to problems with collaborative technologies

In addition to the example I’ve noted in Unit 3, 4.6, there are also other means to seek support and expert knowledge online or in person. The right step would also depend on the scenario or environment. To be consistent, I will use MS Teams as an example.

In a working environment setup, there may be a designated IT department that handle all matters of IT issues. In this scenario, it would be appropriate to refer all of my MS Teams and IT issues with them. They could request for remote access to my work device to try and resolve the issue. Sometimes it can be resolved immediately and in other situations it may need further investigating. For those that don’t have an IT team to rely on, then they will need to find the solution themselves. Luckily there are a plethora of knowledgeable experts available online and some of them offer their services for free.

If my problem is regarding a specific hardware or software, I will do a quick Google search to check if the problem is easily fixed. If not, I would go to the manufacturer’s website and see if there is any assistance available. I could call or chat with their customer support or technical support team and ask them to help me fix my problem. If the manufacturer doesn’t offer person to person technical support, I can also check if they have their own forum or Facebook page where I can get support.

## MS Teams support example

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| **Website support URL:** [***https://support.microsoft.com/en-gb/teams***](https://support.microsoft.com/en-gb/teams)  Going on to the main Microsoft teams support may answer frequently asked questions and even help with troubleshooting. |
| **Live chat support with a Microsoft Support advisor**  If I’m unable to locate the answer in the FAQs, I can also contact a customer support advisor to get 1-on-1 assistance. |