

IT Essentials (ITE v6.0) Chapter 13 Exam Answers 100% 2016

1. **What is the correct way to conduct a telephone call to troubleshoot a computer problem?**
 - Always gather information from the customer and escalate the problem.
 - **Maintain professional behavior at all times.**
 - Ask personal questions to get better acquainted with the customer.
 - Explain each step to help the customer understand the troubleshooting process.
2. **What is a recommended technique for a technician who is both troubleshooting a problem and also trying to help a customer relax?**
 - **Establish a good rapport with the customer.**
 - Give the customer one minute to speak before taking over the conversation.
 - Put the customer on hold.
 - Spend time explaining the cause of the problem to the customer.
3. **A customer is upset and wants to speak to a specific technician to resolve a problem immediately. The requested technician is away from the office for the next hour. What is the best way to handle this call?**
 - Refer the angry customer to a supervisor.
 - Advise the customer that the requested technician is out of the office and insist on trying to resolve the problem.
 - **Make an offer to help the customer immediately, and advise the customer that otherwise the requested technician will call the customer back within two hours.**
 - Ignore the request for the specific technician by walking through a step-by-step process with the customer in an attempt to refocus the customer and solve the problem.
4. **What two actions should a call center technician avoid when dealing with an angry customer? (Choose two.)**
 - **spending time explaining what caused the problem**
 - **putting the customer on hold or transferring the call**
 - apologizing for any inconvenience caused to the customer
 - sympathizing with the customer
 - letting the customer explain the problem without interruption
5. **A call center technician is on a call with a customer when a colleague indicates that there is something to discuss. What should the technician do?**

- Interrupt the customer and ask whether the customer would mind going on hold for a few minutes.
 - Tell the customer that the call will be put on hold for a few minutes.
 - **Signal to the colleague to wait.**
 - Mute the line to the customer while discussing the issue with the colleague.
6. **A technician receives a call from a customer who is too talkative. How should the technician handle the call?**
- Talk over the customer and quickly gather the necessary information to be of help.
 - **Allow the customer to speak for one minute and then try to refocus the conversation.**
 - Use open-ended questions and repeat all the information back to the customer to politely show that unnecessary information is being given.
 - Politely step in and gain control of the call by asking the customer social questions.
7. **What are two examples of displaying professional communication skills while talking to a customer? (Choose two.)**
- **the use of active listening, with occasional interjections such as "I see" or "I understand"**
 - **clarifying what customers say after they have finished their explanations**
 - interrupting customers with a question to gather more information
 - asking customers to paraphrase their explanations
 - focusing on what you cannot do to give customers an idea of the magnitude of the problem
8. **Which statement describes a best practice related to time management?**
- The technician should take the easier calls first, regardless of the urgency.
 - The technician should give better service to a customer for whom the technician feels more sympathy.
 - The technician can take the call of another technician, even without permission to do so.
 - **The technician should make sure to call the customer back as close to the callback time as possible.**
9. **Which two rules should be followed by call center employees to ensure customer satisfaction? (Choose two.)**
- Show favoritism to returning customers.
 - Sympathize with customers regarding their negative views of a previous technician.
 - **Offer different repair or replacement options if possible.**
 - **Communicate the repair status with explanations of any delays.**
 - Take a call assigned to another technician on the call board if the call is from a known customer.

10. Fill in the blank.

The **SLA** is a contract defining the agreed-on level of support between a customer and a service vendor.

11. During the process of troubleshooting, a technician gains access to customer private information. What is expected that the technician do with this information?

- Document all information in a log file.
- **Keep it confidential.**
- Send this information to the manager of the customer.
- Send this information to the technician manager.
- Back up the information just in case the customer needs it some day.

12. Which statement is characteristic of most personal software licenses?

- Developers are allowed to modify and share the source code that runs the software.
- A company is allowed to use the software campus wide.
- A user is allowed to share the software with friends.
- **A user is allowed to install the software on only one computer.**

13. What is the definition of cyber law?

- a single law defining criminal acts that are committed online
- **the collection of international, country, and local laws that affect computer security professionals**
- a contract that defines expectations between an organization and IT service vendors for an agreed upon level of support
- the process of collecting and analyzing data from computer systems, networks, wireless communications, and storage devices

14. Which two actions should a technician take if illegal content, such as child pornography, is discovered on the hard drive of a customer computer? (Choose two.)

- Confront the customer immediately.
- Remove and destroy the hard drive.
- **Contact a first responder.**
- Shut down the computer until authorities arrive.
- **Document as much information as possible.**

15. When performing computer forensics, what can be prevented with a properly and carefully documented chain of custody?

- evidence tampering
 - copying of copyrighted materials
 - cyber crime
 - identity theft
16. When performing computer forensics what is required to prove a chain of custody?
- proper documentation procedures
 - an admission of guilt
 - collected evidence
 - expert testimony
17. A technician has found possible illegal content on the hard drive of a customer computer. When should a computer forensics expert be brought in?
- immediately after the IT technician found the content
 - after a system administrator has viewed the content
 - after routine administrative tasks have been completed on the customer PC
 - after the content is classified as illegal
18. A technician is analyzing a computer that may have been used for illegal activity. What are two examples of volatile data? (Choose two.)
- network connections that are open
 - data that is located on an optical drive
 - files available on an internal drive
 - users who are logged in to the computer
 - a USB drive that is connected to the computer
19. What should a level two technician do immediately after receiving an escalated work order from a level one technician?
- Call the level one technician and ask questions about the problem.
 - Call the customer back to ask any additional questions and resolve the problem.
 - Document suggestions to solve the problem in the work order and return it to the level one technician.
 - Send the work order to a level three technician and ask for support.
20. What is a reason to escalate a problem from a level one technician to a level two technician?
- when the equipment needs to be rebooted
 - when drivers, applications, or operating systems need to be installed

- when the screen resolution of a customer PC needs to be adjusted
- when a peripheral device needs to be replaced

21. What are three pieces of information a level one technician should gather from a customer? (Choose three.)

- **contact information**
- **description of the problem**
- **details of any recent changes to the computer**
- output from diagnostic software
- output from a remote connection to the customer computer
- current CMOS settings

22. Which situation would require that a support desk call be given the highest priority?

- **The company cannot operate because of a system failure.**
- A couple of computers have operating system errors.
- Some computers cannot log in to the network.
- Two users are requesting an application enhancement.
- A user is requesting a RAM memory upgrade.

23. When does a level one technician prepare an escalated work order?

- when a problem requires that the technician ask questions and document responses
- when a technician is able to answer the questions of the customer and solve the problem
- **when a problem cannot be resolved within a predetermined amount of time**
- when a technician must enter information using support software

24. Which statement best describes a call center?

- It is a busy, fast-paced work environment where agents contact customers to arrange preventive maintenance appointments.
- It is a help desk used by customers to make an appointment to report their computer problems.
- **It is a place that exists within a company and provides computer support to both employees and customers of the company.**
- It is a store-front environment where the customers go with their computers to have them fixed.