QP CODE: SSC/Q0101
QP TITLE: Engineer Technical Support-Level I

OVERVIEW

Test Duration	150 minutes
Natural Language Options	English
Distribution of Marks	As mentioned in the Qualification Pack
Pass Criteria	As per standard norms
Technology tools / Platforms Tested (Mandatory)	
i. ClearQuest	ii. JIRA Query Language
iii. Nagios	iv. Cacti
Technology tools / Platforms Tested (Mandatory)	
i. WINDOWS OS	ii. LINUX/UNIX

SAMPLE QUESTIONS

SECTION 1/ NOS SSC/ N 0101 Deal remotely with basic IT service requests/incidents

1. Type: *Theory***; PC Tested:** *PC01;* **Level:** *Medium*

Statement: Choose the next step to be followed after receiving a service request from a customer.

Options, A. Communicate request status to the customer **B.** Work on another request **C.** Inform the supervisor D. All the given alternatives.

Correct Answer, A. Communicate request status to the customer.

2. Type: *Skills***; PC Tested:** *PC02;* **Level:** *Medium*

Statement: A customer informs you that his repeated requests for database access have not yet been resolved. Which action will you follow in such a scenario?

Options, A. Find status of request **B.** Forward the request to your supervisor **C.** Apologies to the customer and escalate the issue to the concerned department immediately **D.** Find time taken for his requests

Correct Answer, C. Apologies to the customer and escalate the issue to the concerned department immediately

3. Type: *Theory***; PC Tested:** *PC03;* **Level:** *Hard*

Statement: Which of the following is an irrelevant information regarding complaint about a product?

Options, A. Purchase details **B.** Warranty details **C.** Location where the product is kept **D.** Defect Details

Correct Answer, C. Location where the product is kept

4. Type: *Skills***; PC Tested:** *PC04;* **Level:** *Easy*

Statement: Which of the following will you use to retrieve information on data structure hooks in ClearQuest?

Options, A. Schema Repository **B.** Schema **C.** Test database **D.** User database

Correct Answer, B. Schema

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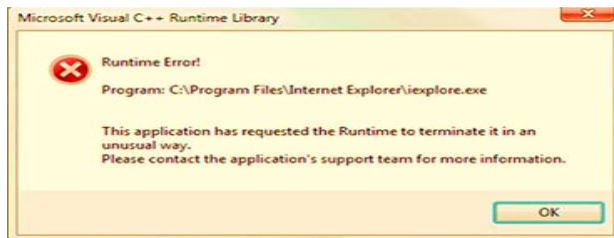**5. Type:** *Skills***; PC Tested:** *PC04;* **Level:** *Hard*

Statement: Which of these is/are valid parts of JQL (JIRA Query Language), that you will use to collate the number of issues recorded/received related to a software update?

Options, A. Field **B.** Operator **C.** Value **D.** All the given alternatives

Correct Answer, D. All the given alternatives

6. Type: *Skills***; PC Tested:** *PC05;* **Level:** *Medium*

Statement: Refer to the following image and state the reason(s) why such a message would appear.

A. Old or damaged hardware
B. Illegal Instruction
C. Malicious Virus

Options, A. A and B **B.** B and C **C.** A and C **D.** A, B, and C

Correct Answer, C. A, and C

7. Type: *Skills***; PC Tested:** *PC05;* **Level:** *Hard*

Statement: In a typical customer query resolution, you need to be aware of the beep codes. For this, match the following IBM BIOS beep codes with their description.

A. 1 short beep   a. Motherboard issue
B. 2 short beeps   b. No Power, Loose Card
C. Repeated short beep   c. POST error
D. 1 long and 1 short beep   d. Normal POST, System is working fine

Options, A. A-d, B-c, C-b, D-a **B.** A-a, B-b, C-c, D-d **C.** A-c, B-d, C-a, D-b **D.** A-b, B-a, C-d, D-c

Correct Answer, A. A-d, B-c, C-b, D-a

8. Type: *Skills**; PC Tested:* *PC06; **Level:** Hard*

Statement: As per your company policies, complete breakdown of systems is termed as priority one/urgent. A customer calls to inform you that the west wing of their LAN has stopped functioning and is not accessible on the network. What priority will you assign this request?

Options, A. One/Urgent **B**. Two/ Critical **C.** Three/Important **D.** Four/Routine

Correct Answer, B. Two/Critical

9. Type: *Skills**; PC Tested:* *PC08; **Level:** Medium*

Statement: A customer is facing an installation issue with the antivirus software for Macintosh Operating System, which is not a common occurrence. What will you do in this situation?

Options, A. Ask the customer to keep trying till it is installed **B**. Transfer the call to your supervisor **C.** Transfer the call to the subject matter expert to remotely guide the customer **D.** Transfer the call to your colleague to try and resolve it

Correct Answer, C. Transfer the call to the subject matter expert to remotely guide the customer

10. Type: *Theory;* **PC Tested:** *PC10;* **Level:** *Medium*

Statement: Which of the following sequence of events describes the flow of resolving a problem?

Options, A. Receive request-> Assign to expert-> Track progress-> Inform customer-> Close request on completion-> Obtain feedback **B.** Receive request-> Track progress-> Assign to expert-> Inform customer-> Close request on completion-> Obtain feedback **C.** Receive progress-> close request on completion-> track progress-> obtain feedback-> inform customer-> assign to expert **D.** Receive progress-> assign to expert-> obtain feedback-> track progress-> inform customer-> close request on completion

Correct Answer, A. Receive request-> Assign to expert-> Track progress-> Inform customer-> Close request on completion-> Obtain feedback

11. Type: *Theory**; PC Tested:* *PC11; **Level:** Medium*

Statement: Which of the following is an appropriate method of obtaining a closure report from the customer?

Options, A. Sending an email asking the customer to report on closure **B**. Calling the customer to confirm closure and obtain feedback **C.** Sending a text message to the customer **D.** Sending the closure report by courier with a return feedback form

Correct Answer, B. Calling the customer to confirm closure and obtain feedback

12. *Type:* Skills; **PC Tested:** PC13; **Level:** Medium

Statement: Due to unforeseen circumstances, every person you assign to a case goes on leave, which is delaying the case. What should you do in such a situation?

Options, A. Assign the next expert **B.** Co-ordinate with expert about leave and inform the customer about the delay **C.** Inform the customer that his request cannot be handled **D.** Escalate the issue to your supervisor

Correct Answer, D. Escalate the issue to your supervisor

SECTION 2/ NOS SSC/ N 0202 Deal directly with IT service request

13. *Type:* Theory; **PC Tested:** PC01; **Level:** Easy

Statement: Where are UNIX operating systems used?

Options, A. Server **B.** Work Stations **C.** Mobile devices **D.** All of the alternatives.

Correct Answer, D. All of the alternatives.

14. *Type:* Theory; **PC Tested:** PC01; **Level:** Medium

Statement: Which of the following is done to check whether a website or a specific website element is accessible or not?

Options, A. Uptime Monitoring **B.** Server Monitoring **C.** Router Monitoring **D.** URL Monitoring

Correct Answer, D. URL Monitoring

15. *Type:* Theory; **PC Tested:** PC02; **Level:** Easy

Statement: Which of the following is termed as a measure of relative impact of

the technical issue on a system?

Options, A. Technical Level **B.** On-Premises Level **C.** Accurate Level **D.** Severity Level

Correct Answer, D. Severity Level

16. Type: *Skills***; PC Tested:** *PC05;* **Level:** *Hard*

Statement: A customer reports that every time he opens his own website on Internet Explorer it displays the following error message.
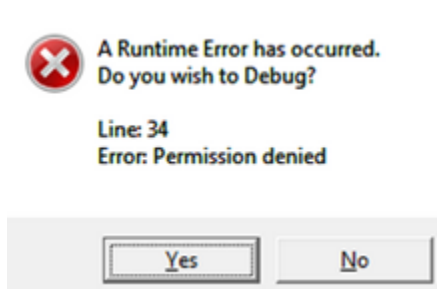
Which of the following could resolve the problem?

Options, A. Disabling debugging scripts for Internet Explorer and also for others. **B.** Disabling all the add-ins. **C.** Closing unused folders in History and Favorites. **D.** Displaying accelerator button on selection.

Correct Answer, A. Disabling debugging scripts for Internet Explorer and also for others.

17. Type: *Skills***; PC Tested:** *PC07;* **Level:** *Medium*

Statement: A customer is facing a problem in configuring his Windows mobile with his PC. Which of the following should you do to find a quick solution?

Options, A. Ask the customer to read the user manual. **B.** Configure the customer's mobile for his PC such as from programs, choosing active sync, then adding server source, set mail2web, set email addresses etc., by following a step by step guide as provided **C.** Find an expert from the IT helpdesk **D.** Ask the customer to leave his mobile and PC to be configured later

Correct Answer, B. Configure the customer's mobile for his PC such as from programs, choosing active sync, then adding server source, set mail2web, set email addresses etc., by following a step by step guide as provided

18. Type: *Skills***; PC Tested:** *PC08;* **Level:** *Hard*

Statement: A customer calls to report his inability to connect Wi-Fi on his computer. What will you do to resolve this issue?

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Options, A. Take his personal details and register his request **B.** Take all the details, assign the request to an expert and give the customer a time for possible solution **C.** Ask the customer to check the power, the indicators on the modem, the cable connectors, the Wi-Fi status on the PC, the settings for wireless networking, etc. **D.** Take all the details and inform the customer that someone will call him soon

Correct Answer, C. Ask the customer to check the power, the indicators on the modem, the cable connectors, the Wi-Fi status on the PC, the settings for wireless networking, etc.

19. Type: *Theory*; PC Tested: *PC11;* Level: *Medium*

Statement: Which of the following will correctly close a customer's issue after the problem has been solved?

Options, A. Updating the issue status in the system **B.** Confirmation from the customer that his issue has been resolved **C.** Asking the expert if the problem has been solved **D.** Checking the automatic alerts raised on the issue.

Correct Answer, B. Confirmation from the customer that his issue has been resolved

20. Type: *Skills*; PC Tested: *PC12;* Level: *Hard*

Statement: A customer brings his PC for repair. The PC's RAM, NIC, USB port were replaced and SMTP, Fan were repaired and serviced. In this case, which of the following is an important information to be updated in the Customer Relationship Management software after the request has been resolved?

Options, A. Customer's address and telephone number **B.** Name of the technical expert who repaired the computer **C.** Names of all the parts replaced or repaired, details and cost of each replaced part, whether covered under warranty or to be paid, etc **D.** Reference numbers of all the parts which were replaced or repaired.

Correct Answer, C. Names of all the parts replaced or repaired, details and cost of each replaced part, whether covered under warranty or to be paid, etc

21. Type: *Skills*; PC Tested: *PC12;* Level: *Medium*

Statement: A customer's issue of not being able to connect to VPN was not resolved, even after trying many solutions and the customer was informed as such. Which of the following status updates will you assign to the issue?

Options, A. Open **B.** Closed **C.** Deferred **D.** Rejected

Correct Answer, C. Deferred

22. Type: *Skills***; PC Tested:** *PC13;* **Level:** *Medium*

Statement: You can close a service request after confirmation with the customer as per SLA. What will you do if a customer is not satisfied with the service?

Options, A. Ask if any other service can be provided **B.** Provide alternate solutions to the customer **C.** Close the service request and update the feedback **D.** Discuss with your line manager and provide alternate solutions

Correct Answer, D. Discuss with your line manager and provide alternate solutions

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SECTION 3 / NOS SSC/N 9001 (Manage your work to meet requirements)

23. Type: *Skills***; PC Tested:** *PC01;* **Level:** *Medium*

Statement: As you begin your day's work, which of the following should you take from the line manager regarding your work?

Options, A. Names of the customers' whose requests must be processed **B.** Work schedule and requirements for the day **C.** List of equipment to be used for that day **D.** Timings of tea and lunch break

Correct Answer, B. Work schedule and requirements for the day

24. Type: *Skills***; PC Tested:** *PC02;* **Level:** *Medium*

Statement: While resolving customer issues, you must refer to many manuals and policy books. Which of the following is a good place to store all this reference material?

Options, A. Right there on the desk for easy access **B.** Organize around the desk storage **C.** In the company's library **D.** Line them on the overhead shelf in a logical order

Correct Answer, D. Line them on the overhead shelf in a logical order

25. Type: *Skills***; PC Tested:** *PC04;* **Level:** *Hard*

Statement: You are in a meeting about economizing office resources and the host of the meeting invites suggestions from those present. Which of the following is not a viable suggestion?

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Options, A. Waste printouts should be used for creating notepads for internal use **B.** Computers should be on automatic standby mode **C.** Air conditioning units should be maintained at ideal temperatures **D.** Computers should be shut down every time a person leaves his/her desk

Correct Answer, D. Computers should be shut down every time a person leaves his/her desk

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26. Type: *Skills*__;__ **PC Tested:** *PC08;* **Level:** *Easy*

Statement: A customer asks a technical detail regarding Radmin, which you are not aware of. What will you do in such a situation?

Options, A. Tell the customer it is not possible for you to disclose **B.** Discuss the situation with your line manager **C.** Ask a subject matter expert for the answer **D.** Put the phone down

Correct Answer, C. Ask a subject matter expert for the answer

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27. Type: *Theory*__;__ **PC Tested:** *PC09;* **Level:** *Easy*

Statement: Which of the following is an example of a day end report to be submitted to the line manager?

Options, A. Summary of cases handled, actions taken and statuses **B.** Complete hour by hour accounting of your time in office **C.** Complete list of calls that you attended **D.** Summary of the cases which were closed successfully

Correct Answer, A. Summary of cases handled, actions taken and statuses

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SECTION 4/NOS SSC/ N 9002 (Work effectively with colleagues)

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28. Type: *Theory*__;__ **PC Tested:** *PC01;* **Level:** *Hard*

Statement: Which of the following should you keep in mind when communicating with your colleagues?

Options, A. Stating the issue clearly **B.** Giving concise information **C.** Providing accurate details **D.** All the given alternatives

Correct Answer, D. All the given alternatives

29. Type: *Theory***; PC Tested:** *PC04;* **Level:** *Easy*

Statement: Which of the following is the correct way to respond to a colleague asking for your assistance?

Options,

A.

B.

C.

D.

Correct Answer, D**.**

30. Type: *Skills***; PC Tested:** *PC05;* **Level:** *Hard*

Statement: You have committed to provide the error logs of customer problems to your colleague by EOD. However, due to heavy customer call traffic you have not been able to do that. What should you do?

Options, A. Inform your colleague that you will give him the logs first thing the next morning **B.** Ask one of your co-workers to forward the logs to your colleague **C.** Take time out and ensure that you deliver the logs by EOD **D.** Inform your supervisor and request him to talk to the colleague

Correct Answer, C**.** Take time out and ensure that you deliver the logs by EOD

31. Type: *Skills***; PC Tested:** *PC06;* **Level:** *Medium*

Statement: Due to a personal emergency, you need to suddenly leave office in the middle of on an ongoing escalation of a customer issue. What should you do?

Options, A. Inform the customer that you will not be able to resolve his issue that day **B.** Request a colleague to update the customer about the progress made **C.** Ask the customer to call your supervisor for any progress update **D.** Inform your supervisor and request him to handover the complaint to a colleague

Correct Answer, D**.** Inform your supervisor and request him to handover the complaint to a colleague

32. Type: *Skills***; PC Tested:** *PC08;* **Level:** *Easy*

Statement: A newly joined colleague is facing difficulty in resolving technical problems of customers. What should you do in such a situation?

Options, A. Offer to guide him in basic troubleshooting techniques **B.** Ask him to observe carefully when a senior colleague solves a tricky issue **C.** Both A & B **D.** None of the given options

Correct Answer, C**.** Both A & B

SECTION 5/NOS SSC/ N 9003 (Maintain a healthy, safe and secure working environment)

33. Type: *Skills***; PC Tested:** *PC01;* **Level:** *Medium*

Statement: You are down with flu but must complete an important task at the office the next day. What should you do?

Options, A. Come to office, finish your task and leave early **B.** Come to office and ask your co-worker for help **C.** Take a leave and ask a co-worker to complete your task **D.** Inform your supervisor and take a leave as flu is contagious

Correct Answer, D. Inform your supervisor and take a leave as flu is contagious

34. Type: *Skills***; PC Tested:** *PC02;* **Level:** *Hard*

Statement: You notice that a co-worker has been letting in his visitors inside the office building without filling any visitor's information details. What should you do?

Options, A. Do not do anything as there is no danger from personal visitors **B.** Request the co-worker to fill the visitor's information detail **C.** Inform the security in-charge about non-compliance of the company's security procedure **D.** Inform the supervisor

Correct Answer, C. Inform the security in-charge about non-compliance of the company's security procedure

35. Type: *Skills***; PC Tested:** *PC04;* **Level:** *Medium*

Statement: You notice that the stairs in the office building are not properly lit which could lead to falling accidents. What should you do?

Options, A. Inform your supervisor **B.** Ignore the issue as people use elevators and not stairs **C.** Should not do anything as this is not your responsibility **D.** Inform the maintenance department and also warn your co-workers

Correct Answer, D. Inform the maintenance department and also warn your co-workers

36. Type: *Theory***; PC Tested:** *PC05;* **Level:** *Easy*

Statement: What should you do if you see an intruder behaving suspiciously in the office?

Options, A. Call the security in-charge and give him complete information **B.** Physically confront the person **C.** Block the person's access to an exit **D.** Raise an alarm and warn your co-workers

Correct Answer, A. Call the security in-charge and give him complete information

SECTION 6/NOS SSC/ N 9004 (Provide data/information in standard formats)

37. Type: *Theory***; PC Tested:** *PC01;* **Level:** *Easy*

Statement: What should be the timeline of providing the customer complaint logs to the Tier 2 support team?

Options, A. As soon as a complaint is beyond the scope and competence of Tier 1 support **B.** As soon as a complaint is received from the customer **C.** At the end of the day when all complaints have been logged **D.** The first thing the next morning

Correct Answer, A. As soon as a complaint is beyond the scope and competence of Tier 1 support

38. Type: *Skills***; PC Tested:** *PC02;* **Level:** *Hard*

Statement: A customer asks you about technical specifications of your company's third-party software, but you do not have the exact knowledge. In which order, will you take the following steps to get correct information to give to the customer?

A. Take detailed specifications from the subject matter expert

B. Ask a senior colleague with troubleshooting experience in that software

C. Discuss the issue with your manager

Options, A. A--> B --> C **B.** B --> C--> A **C.** A --> C --> B **D.** B -->A--> C

Correct Answer, B**.** B --> C--> A

39. Type: *Skills***; PC Tested:** *PC05;* **Level:** *Medium*

Statement: A fault occurs in a secure category product of the company. How should you handle it?

Options, A. Ask your manager's permission to solve the problem **B.** Ask your manager to assign it to a senior colleague **C.** Ask a subject matter expert to help you in solving the problem **D.** Forward it to the specific team certified in operation and maintenance of secured products

Correct Answer, D**.** Forward it to the specific team certified in operation and maintenance of secured products

40. Type: *Skills**; PC Tested:** PC05; **Level:** Easy*

Statement: What should you do if a customer calls for support for a product which is 'End of Service'?

Options, A. Ask your manager as no service is provided to the products which are end of service **B.** Inform the customer politely that no service is provided to the products which are end of service **C.** Forward it to Tier 2 support and ask for subject matter expert's advice **D.** Ask a senior colleague who has worked on the product previously for help

Correct Answer, B**.** Inform the customer politely that no service is provided to the products which are end of service

41. Type: *Theory**; PC Tested:** PC08; **Level:** Easy*

Statement: Which of the following problems should you report to your manager?

Options, A. Incorrect reporting of problem **B.** Incorrect detection of type of problem **C.** Incorrect solution of problem **D.** All the given alternatives

Correct Answer, D**.** All the given alternatives

SECTION 7/NOS SSC/ N 9005 (Develop your knowledge, skills and competence)

42. Type: *Skills**; PC Tested:** PC01; **Level:** Medium*

Statement: You need to learn manual security tools such Paros Proxy and HttpWatch. Which of the following people can help you in such a scenario?

Options, A. Your QA Manager **B.** Your team members **C.** Professionals of these tools **D.** All the given alternatives

Correct Answer, D**.** All the given alternatives

43. Type: *Skills**; PC Tested:** PC03; **Level:** Hard*

Statement: Arrange the following steps that you will take to find out the competency development needs in relation to your role in the correct order.

A. Assessment by Manager and Subject matter expert
B. Self-Assessment through Competency Assessment Tool
C. Internal Certifications

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Options, A. A --> B --> C **B.** B -->A--> C **C.** B -->C-->A **D.** A --> C --> B

Correct Answer, B. B -->A--> C

44. Type: *Theory***; PC Tested:** *PC03;* **Level:** *Easy*

Statement: Which type of skills should you learn and develop for handling customer complaints calmly?

Options, A. Customer Relationship skills **B.** Technical skills **C.** Tele-conferencing skills **D.** Leadership skills

Correct Answer, A. Customer Relationship skills

45. Type: *Theory***; PC Tested:** *PC05;* **Level:** *Medium*

Statement: You have designed a plan to develop your competency in IP domain. Which of the following certifications is applicable to you?

Options, A. Cisco Certified Network Associate **B.** Microsoft Certified Network Associate **C.** Oracle Certification **D.** SAP Certification

Correct Answer, A. Cisco Certified Network Associate