

Troubleshooting Best Practices

Total points 4

1. Scenario: You're working in an IT Support position and a user comes to you and says they can't access their online bank account. Choose the best response.

1 / 1 point

- ☐ It might be the Internet. Make sure you're connected to a network first.
- ☐ Please restart your computer.
- ☐ Let's try to test this by logging in on my computer.
- ☒ Can you explain to me in detail what you mean by not being able to access your online bank account? What specific part doesn't work?

 **Correct**

Great job! Remember, when tasked with a problem, don't jump to conclusions. Ask questions first and gather more information. The issue be an incorrect login, a poor network connection, a server issue with the bank, or something else. Always ask questions first!

2. Scenario: You're working in an IT Support position. You have a computer that won't connect to the network. You've already asked the user all the necessary questions, and now you begin troubleshooting. What's the next best first step you can take?

1 / 1 point

- ☐ Restart the computer. It could be a weird Internet issue.
- ☒ Isolate the problem to either the computer or the network.
- ☐ Wipe and format the machine from scratch.
- ☐ Ask more questions.

 **Correct**

Great job! Since you've already gathered information about the problem, it's time to start figuring out what the issue is. There are two things that could be wrong: either the computer is having issues or it's the network. You can rule one out by testing whether or not someone else is able to connect to the network.

3. Scenario: You're working in an IT Support position and a user comes to you and says they can't login to their computer. Choose the best response.

1 / 1 point

- ☐ Restart the computer. It could be a weird login issue.
- ☐ Check the network device they're connected to.
- ☒ Ask the user, "when was the last time you were able to login? What has changed since then?"
- ☐ Check if the user has their caps lock enabled.



Correct

Great job! Remember to ask questions in order to try to figure out what happened before the issue came up.

4. Scenario: You're working with a computer that doesn't run your newly installed software correctly. You've already asked the right questions, but you can't seem to isolate the problem to anything specific. Which of the following responses is the next best step to take?

1 / 1 point

- ☒ Restart the computer. It could be an issue of the software installation needing a reboot, restarting takes about 2 minutes.
- ☐ Run diagnostic tools, which will take about an hour.
- ☐ Wipe the computer and format it from scratch, which will take a few hours.
- ☐ Reinstall the software again, which will take about 15 minutes.



Correct

Great job! A reboot might be required for the software to be fully installed. In this case, a reboot is also the quickest troubleshooting step to take.

Customer Service

Total points 5

1. Free response: What's the difference between good and great customer service? What's the most important part of customer service to you?

1 / 1 point

- 1. be empathetic to users
- 2. acknowledge to users
- 3. find the root problems instead of wasting time on the pop-up one



Correct

Thanks! Great customer service is unique to each individual. A good rule of thumb is treat others like you would like to be treated.

2. You're doing desktop support and the company policy is that you can only help with company equipment. A user walks in:

1 / 1 point

Tech: Hi there, how can I help you?

User: My computer is really slow and I can barely use it. Can you help me figure out what's wrong?

Tech: It looks like this is a personal computer. Are you talking about your work computer?

User: Uh, no, this is the one that I need help with. I figured you're good with computers and you could help. My daughter needs it for a school assignment that's due tomorrow, but it's too slow for her to get anything done.

What would you do?

- ☐ Tell him you can't help him and suggest that he go to a local tech store for help.
- ☐ Forget about that pesky policy and help him! His poor daughter needs to finish her assignment!
- ☐ Politely tell him that it's against the company policy, and you can't help him.
- ☒ Explain why you can't troubleshoot the issue, per the company policy. But give him some tips on what common issues could be slowing down his computer, and how he might go about fixing them.

✓ **Correct**

You got it! This response sets expectations and then gives some helpful suggestions. Here, you're showing the user that you care about their issue, even if you can't help them.

4. A user needs their password reset. The IT Support Specialist is pulling up the necessary information while the user starts asking a bunch of questions: Why does the password have to have a capital and a symbol? Why can't I write it down? Why does it change so often? Isn't this a waste of time?

1 / 1 point

How would you respond to the user?

- ☐ Kindly ask the user to stop asking questions, since you're trying to solve their problem.
- ☒ Let the user know that you're working on their issue and will be sure to answer all of their questions once you're done.
- ☐ Ignore the user and keep working on resetting the password so that you don't lose your place.
- ☐ Stop what you're doing and explain to the user that passwords should have numbers and symbols for security purposes, and that this is more important than productivity.

✓ **Correct**

Great job! You're acknowledging the user's questions, but setting a clear agenda of what you want to accomplish. This allows them to understand what they should anticipate and helps you keep control of the conversation.

5. A user walks in to get IT support. The IT Support Specialist is a female. The user is male. There's also a male IT Support Specialist in the room. The user explains to the IT Support Specialist that his co-worker is on leave and he needs to access her files. The female technician attempts to explain the policy, which doesn't allow for this, given security issues. The male user demands to speak with the male IT Support Specialist to reach a solution.

1 / 1 point

If you were the male technician in this situation, what would you do?

- ☐ After the user has left, see how the female tech is doing and give her tips on how to deal with similar situations in the future.
- ☐ Ignore it.
- ☒ Tell the user that there is no difference in knowledge and understanding between you and your co-worker.
- ☐ Step in and answer the user's question.

✓ **Correct**

Great job! You are not going as far as confronting the user, which can be really difficult. Rather, you're reinforcing and supporting her work as a fellow IT Support Specialist. It's not always the person being undermined who is responsible for "sticking up for herself."