1. Which of the following is the first thing to do when troubleshooting?

1 / 1 point

- ◉ Ask follow up questions to identify the problem.
- ○ Assume a cause for the problem and try to solve the problem based on the assumption.
- ○ Ask the user to restart the computer.
- ○ Tell the user that you need to keep the computer for troubleshooting.

✓ **Correct**

2. What does the "isolating the problem" troubleshooting method try to do?

1 / 1 point

- ○ Recreating the problem
- ◉ Shrink the scope of the potential issue.
- ○ Expand the area of the problem.
- ○ Ask the user questions to make them feel part of the solution

✓ **Correct**

3. When troubleshooting a problem, the main goal should always be _____

1 / 1 point

- ○ Reinstall the computer's OS.
- ○ Guess the problem based on the user's response.
- ○ Asked the user to buy a new computer.
- ◉ Identify the root cause.

✓ **Correct**

4. Great customer service requires _____

1 / 1 point

- ○ asking questions and solving the problem.
- ○ being fast, proactive, and humble.
- ◉ exhibiting empathy, being mindful of your tone, acknowledging the person you're talking to, and developing trust with the user.
- ○ understanding the problem and making the right choices.

✓ **Correct**

5. Consider the following case study:

1 / 1 point

You are an IT support specialist for a computer repair shop. A customer brings their computer and explains their problem. You need to perform some basic troubleshooting steps that take about 30 minutes. Which is the best way to interact with the customer?

- ◉ Explain to the customer what needs to be done, the time required to complete it, and give the option to leave the computer or wait at the shop.
- ○ Take the computer to the back of the shop and start troubleshooting, leaving the customer in the waiting area.
- ○ Start troubleshooting in front of the customer.
- ○ Ask the customer for their phone number and tell them you will contact them when you are finished.

✓ **Correct**

6. Why is it important to spend extra time investigating the issue?

1 / 1 point

- ◉ To find the root cause of the problem.
- ○ To bill more time.
- ○ To make the customer happy.
- ○ To fix small holes.

✓ **Correct**

7. What troubleshooting method is used if starting from where the problem occurred and working forward from there?

○ Asking questions.

○ Isolating the problem.

◉ Follow the cookie crumbs.

○ Start-with-the-quickest-step-first.

✓ **Correct**

1 / 1 point

8. Consider the following case study:

The help desk receives a call from a customer/user with the problem "My system is running too slowly." Select the best ticket documentation.

○ Issue solve

○ Ask user to reboot computer

○ Root cause found

◉ After making the corresponding question, I found out that the root cause was that the user was using heavy applications at the same time. Ask to close the application not in use.

✓ **Correct**

1 / 1 point

9. Imagine the following scenario: you are an IT support specialist, and a user brings in their laptop to be repaired. They report that since they downloaded an operating system update, their laptop has "frozen." What fast remediation step might you try first?

◉ Reboot the device.

○ Remove the CPU.

○ Re-install the operating system.

○ Un-install the operating system update.

✓ **Correct**
Correct. It may not solve the problem, but you should try the fastest step first.

1 / 1 point

10. Imagine this scenario: you are an IT support specialist and a user contacts you over chat about their mobile phone. They report that an app that they've used for weeks now crashes whenever they try to open it. What questions should you ask?

☑ Have you used the app since its most recent update?

✓ **Correct**
This question can help eliminate the possibility of an incompatible update. You'll want to [follow the cookie crumbs](#) to get to the root cause.

☐ Why they want to use the app.

☑ Have you rebooted your mobile phone recently?

✓ **Correct**
This can help you determine what troubleshooting tactics the user has already tried, or help you eliminate potential root causes. You'll want to [follow the cookie crumbs](#) to get to the root cause.

☑ Have you downloaded any other apps since downloading this one?

✓ **Correct**
This question can help you eliminate a potential root cause. You'll want to [follow the cookie crumbs](#) to get to the root cause.

1 / 1 point