

Google IT Support Certificate: Course 1: Technical Support Fundamentals

Week 6: Troubleshooting

Quiz: Troubleshooting Best Practices

**Question 1:**

\_\_\_\_\_ should be the first step when troubleshooting.

Telling the user to run a virus check

Asking the user to clear the web browser cache

Asking the user to restart the computer

Gathering information to identify the problem by asking the user questions

**Question 2:**

What does the “isolating the problem” troubleshooting method try to do?

Expand the area of the problem.

Ask the user questions to make them feel part of the solution

Shrink the scope of the potential issue.

Recreating the problem

### Question 3:

What are the basic steps you should follow when troubleshooting a problem?

Ask questions, assume the problem, and implement the longest solution to be on the safe side.

Reinstall the computer's OS.

Ask questions, isolate the problem, and identify the root cause of the problem.

Scan for viruses; if the problem is not solved, reinstall the computer's OS.

### Question 4:

Great customer service requires \_\_\_\_\_

asking questions and solving the problem.

exhibiting empathy, being mindful of your tone, acknowledging the person you're talking to, and developing trust with the user.

being fast, proactive, and humble.

understanding the problem and making the right choices.

### Question 5:

Consider the following case study:

A user contacts you through chat, saying they are unsuccessfully trying to access the corporate email app. You start troubleshooting and realize what the problem is. What should you do?

**Tell the user to wait.**

**Notify the user you found the root cause of the problem and how long it will take to solve, and you will let them know when the issue is resolved.**

**Immediately start solving the problem. After you finish, you text back, saying the problem was solved.**

**Solve the problem and ignore the user.**

**Question 6:**

**\_\_\_\_\_ are all-in-one solutions that help you track user issues, communicate with your users, and provide updates.**

**Emails to users**

**Chat rooms**

**Ticketing or bug systems**

**Procedures**

**Question 7:**

**What is the first thing that should be written in the IT documentation process?**

**A clear and specific description of the problem.**

**The time and date of the issue.**

The computer settings.

The user identification.

Question 8:

\_\_\_\_\_ is the most common pitfall when troubleshooting.

Asking questions and gathering data

Guessing the solution

Using the fastest possible solution

**Going on autopilot and not finding the root cause of the problem**

Question 9:

What is troubleshooting?

Asking questions.

**The ability to diagnose and resolve a problem.**

Using different methods to help the customer.

Finding the root cause of a problem.

### Question 10:

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**

**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.**

**Ask user to reboot computer**

**Root cause found**