

Google IT Support Certificate: Course 1: Technical Support Fundamentals

Week 6: Troubleshooting

Practice 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:

When “Isolating the problem”, the thing causing the issue that you are trying to identify is the _____.

Guess

Troubleshooting method

Critical concept

Root cause

Question 3:

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

Reinstall the computer's OS.

Asked the user to buy a new computer.

Identify the root cause.

Guess the problem based on the user's response.

Question 4:

There are 4 basic characteristics that define excellent customer service. Which is the most important?

Empathy

Humility

Knowledge

Velocity

Question 5:

Consider the following case study:

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?

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.

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.

Question 6:

What are the main ways we document information in the IT industry?

Ticketing or bug systems

Chat rooms

Emails to users

Procedures and policies

Question 7:

Which of these statements describe one of the parts needed to write good documentation?

Which computer you used to solve the problem.

Exact instructions on how to fix the problem.

Detailed information of the conversation between you and the user.

Timestamps of each interaction with the customer.

Question 8:

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

Follow the cookie crumbs.

Asking questions.

Isolating the problem.

Start-with-the-quickest-step-first.

Question 10:

Consider the following scenario:

The help desk receives a call from a customer/user with the following problem: “I’m unable to log-in to my account.” Select the best ticket documentation from the following:

I sent the reset link to the customer to generate a new password.

User can not log-in to their account.

Close.

The user reported the error, “I’m unable to log-in to my account”. After confirming the user was typing the username and password correctly, I found out that the user password had expired. I sent the reset link to the customer to generate a new password.

Question 11:

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

Assume a cause for the problem and try to solve the problem based on the assumption.

Tell the user that you need to keep the computer for troubleshooting.

Ask follow up questions to identify the problem.

Ask the user to restart the computer.

Question 12:

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 13:

Which of the following actions is part of great customer service?

Acknowledging the user.

Talking in technical jargon

Keeping quiet while working

Handling the issue quickly

Question 14:

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?

Solve the problem and ignore the user.

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

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.

Question 15:

Which of the following are all-in-one solutions that help you track user issues, communicate with your users, and provide updates.

Chat rooms

Emails to users

Procedures

Ticketing or bug systems

Question 16:

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

To fix small holes.

To make the customer happy.

To find the root cause of the problem.

To bill more time.

Question 17:

Sometimes there are multiple options that can be used to isolate a problem. What option should be tried first?

The fastest to implement.

Asking the customer to choose.

The longest to implement.

Always start by reinstalling the OS.

Question 18:

Scenario: The help desk receives a call from a customer\user with the problem, “My laptop is not turning on.” Select the best ticket documentation.

After asking the user when was the last time they charged the laptop, it was found the laptop had not been charged in four days. I asked the user to plug-in the laptop to a power outlet and wait at least 5 minutes and try again. The laptop is working fine.

The user connected the laptop to the power supply.

Issue solved.

Laptop not working. Working now.