### \*\*Behavioral / Customer Handling\*\*

1: How do you handle stress or difficult customers?\*\*

➡️ I stay calm, listen patiently, and don’t take it personally. I focus on solving the issue politely.

2: If a customer is angry and shouting at you, how will you handle the call?\*\*

➡️ I will listen without interrupting, apologize for the inconvenience, assure them I’ll help, and resolve or escalate if needed.

3: How would you explain a technical issue to a non-technical person?\*\*

➡️ I use simple, everyday language without jargon and give examples they can relate to.

With Jargon:

"Your DNS server isn’t resolving domain names. You need to flush your DNS cache or change the DNS server to 8.8.8.8."

Without Jargon (Simple):

"Your computer is having trouble finding websites. Let’s refresh the settings that connect your computer to websites, and it should work again."

4: What will you do if you don’t know the answer to a customer’s query?\*\*

➡️ I’ll politely inform them I’ll check with my senior/team and get back quickly with the correct solution.

5: How do you prioritize multiple tickets at the same time?\*\*

➡️ I follow priority: high-impact and urgent tickets first, then normal ones as per SLA(service level agreement).

### \*\*Basic Technical\*\*

6: What is an IP address? Difference between IPv4 and IPv6.\*\*

➡️ IP address is a unique number given to each device on a network. IPv4 is 32-bit (like 192.168.1.1)Can make about 4.3 billion unique addresses.

Still widely used, but running out of addresses., IPv6 is 128-bit and longer Can make trillions of addresses (no shortage). More secure and faster than IPv4..

7: What is DNS and DHCP?\*\* DNS (Domain Name System)DHCP (Dynamic Host Configuration Protocol)

➡️ DNS converts domain names to IP addresses.

➡️ DHCP gives IP addresses automatically to devices.

8: What is Active Directory?\*\*

➡️ It’s Microsoft’s service to manage users, computers, and permissions in a network.

9: Difference between LAN, WAN, and VPN.\*\*LAN (Local Area Network),WAN (Wide Area Network),VPN (Virtual Private Network)

➡️ LAN = Local small area (office/home).

A small network within one location like home, office, or school.

Example: Computers connected in one office building.

➡️ WAN = Wide area (Internet).

A network that covers a large area — even worldwide.

Example: The Internet is the biggest WAN.

➡️ VPN = Secure connection over internet.

A secure connection over the internet to access a private network safely.

Example: Work-from-home employees use VPN to connect to company network securely.

10: What is ping command used for?\*\*

➡️ To check if a system/network is reachable.

### \*\*Operating System\*\*

11: How do you troubleshoot a slow computer?\*\*

➡️ Check background apps, free disk space, scan for viruses, restart system.

12: How do you reset a forgotten Windows password?\*\*

➡️ Use password reset disk, reset through admin account, or contact IT admin.

13: What is the difference between 32-bit and 64-bit OS?\*\*

➡️ 32-bit handles less memory (up to 4GB). 64-bit supports more memory and is faster.

14: How do you boot into safe mode?\*\*

➡️ Restart and press F8/Shift+F8 or use advanced startup settings.

### \*\*Applications / Email\*\*

15: How to configure Outlook?\*\*

➡️ Open Outlook → Add Account → Enter email ID, password, and server details → Finish.

16: What is CC and BCC in email?\*\*

➡️ CC = send copy to others (visible).

➡️ BCC = send copy hidden from others.

17: How do you fix “email not syncing” issue?\*\*

➡️ Check internet, account settings, restart Outlook, or re-add account.

### \*\*Hardware\*\*

18: What to do if a system is not turning on?\*\*

➡️ Check power cable, plug, battery, and try restarting. If still not working, escalate.

19: Printer is not working—steps to troubleshoot.\*\*

➡️ Check power, cables, paper, ink/toner, restart printer, reinstall drivers.

20: How to install and uninstall software?\*\*

➡️ Install: Run setup file or use app store.

➡️ Uninstall: Control Panel → Programs → Uninstall.

### \*\*ITIL Basics\*\*

21: What is an incident, problem, and change request?\*\*

➡️ Incident = User issue (system not working).

➡️ Problem = Repeated incidents, root cause.

➡️ Change Request = Request to make a change (like software upgrade).

22: What is SLA (Service Level Agreement)?\*\*

➡️ SLA is the agreed time within which an issue must be resolved.

23: Have you used ServiceNow / Remedy / Jira or any ticketing tool?\*\*

➡️ I have basic knowledge, and I can quickly learn and adapt to whichever tool is used.