

Help Desk Final

Name: _____ Date: _____

The following is an examination of your knowledge of computer user support. You have 50 minutes to answer multiple questions totaling 100 points. You can use your notes, books, and your computer. You cannot share answers with any classmates. Good luck.

1. The need for Help Desks started become more apparent when personal computer devices were built and sold for individuals users rather than just computer specialist in the _____.
 - a. 1970s
 - b. 1980s
 - c. 1990s
 - d. 2000s

2. Networking with Unix and Netware servers in the 1990's, allowed users to login into file or application servers from their Window or Apple personal computers. Help Desk department spent time resetting _____ to allow individuals to log into their system. This is a large function of Help Desks today.
 - a. Usernames
 - b. Passwords
 - c. Addresses
 - d. Clients

3. Entertainment and educational software continues to expand in the computer industry. Simulation software that appears as real as possible are able to train workers to perform at a fraction of the cost of providing actual equipment. The Help Desk industry expects to _____ in the use of 3D and 4D training tools in the future.
 - a. Recede
 - b. Decrease
 - c. Limit
 - d. Expand

4. What are the four primary positions of a Help Desk?

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5. A barrier to effective listening is (circle all that are correct)
 - a. Internal concerns
 - b. Poor time management
 - c. Avoiding distractions
 - d. Talking to much

6. When doing onsite support, avoid displaying these nonverbal behaviors (circle all that are correct)
 - a. Frowning
 - b. Establish frequent yet not excessive eye contact
 - c. Speak at a comfortable level
 - d. Crossing arms

Help Desk Final

7. _____ scenarios help the Help Desk manager to check the staff for their telephone skills such as saying “Thank you very much” or “please stay on the line while we transfer you to the billing department”.
- Game playing
 - Role playing
 - Email checking
 - Character acting
8. The customer says “you can take the wrong RAM shipped and use them as crackers in your chili.” This comment and tone tells you that they are a _____.
9. While an angry customer is fuming, we should _____ to offer occasional agreement. Switching to problem solving or agreement too early can sound defensive.
- Remain quiet, except
 - Hang up, not
 - Make the company’s case, except
 - Keep talking, except
10. For individuals that are constantly calling the Help Desk, we can (circle all that apply)
- Avoid their calls by memorizing their phone number and spotting it on the display
 - Have our Sales Department attempt to increase their plan
 - Attempt to schedule onsite training at their business
 - Offer to load free simulation training software on their computers to build proficiency
11. The four step Polya Cycle can be used for training as well as troubleshooting. What are the four steps?

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12. The customer rattles off a series of problems about their workstation. Their speakers have not worked since Wednesday. The shortcuts on their desktop are missing. They cannot print to the color laser printer. We use a back briefing method called _____ to restate the problems.
- Probation
 - Paraphrasing
 - Perplexing
 - Reincarnation
13. When we are not taking calls, we determine when new software releases are imminent such as the Office 2010 release. We can design a Help Desk _____ to develop questions and responses for the new applications.
- Timeline
 - Gant chart
 - Reflow charts
 - Script

Help Desk Final

14. Vendor guidebooks such as Dell Computer manuals should be printed or stored on a local laptop so we can conduct maintenance even when we cannot connect to the Internet and the company website.

- a. True
- b. False

15. Mary, the Help Desk analyst built the Windows 2008 Server on a machine in our lab and set the four Apple Macintosh computers on the switch coming from the internal NIC. She was able to demonstrate the connection problem seen by the Rice Company. This technique is called _____.

- a. Reinstatement
- b. Rehearsal
- c. Replication
- d. Reevaluation

16. Name four characteristics of a successful troubleshooter

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17. You have been assigned to support a High School computer lab at the Whetstone High School. You visit the lab and find that you are the first ever support person for the site. You decide to build a database to document the equipment. Circle all the pertinent fields that would be important in the database

- a. Line item number
- b. Computer description
- c. CMOS battery position
- d. Operating System
- e. Computer manufacturer name
- f. Screw type
- g. USB position
- h. Manufacturer service tag
- i. Case color
- j. DVD speed

18. The computer users at the Elm Factory complain of wrist and eye pain. You adjust the frequency of the monitor to help relieve the eye strain. You install the monitor _____ to improve posture. You change the keyboard angle and support help with wrist pain.

- a. Directly beyond eye stage
- b. Below eye level
- c. Above eye level
- d. At eye level

19. A(n) _____ is placed on a server so that the entire team has access to the entire customer service record.

- a. Incident tracking log
- b. Corporate Gant chart
- c. Help Desk Analyst's time log
- d. Equipment based DRP log

20. Surveys are used by Help Desk personnel to better understand their customers.

- a. True
- b. False

Help Desk Final

21. A _____ is used to record our efforts on a venture to develop new tools such as Beowulf clusters, 3D simulation software and office tools.
22. We make a written _____ to use when teaching a computer user how to accomplish a task.
23. The study of how to design computer workstations to reduce computer user health problems and increase the level of safety and comfort is _____.
24. The measurement in square inches or square meters that quantify the space used by a computer at a workstation is _____.
25. _____ are used to develop a timeline to complete a project.
26. A device that can check an electrical circuit for activity or shorts is a _____.
27. We use a _____ to rate ourselves on how well we can accomplish a task.
28. Individuals maintain a _____ showing hours spent during their work week. This document is used for billing and personal pay.
29. Help Desk management need a written _____ to acknowledge, schedule, budget and approve special projects in the department.
30. To increase Help Desk staff proficiency, we ask the workers to take _____ examinations frequently to maintain their skills.

Word Bank: Timesheet, Incident Tracking Log, Footprint, LAN Diagram, Certification, Equipment Database, Proposal, Ergonomics, Gant Chart, Multimeter, Project log, Training Plan, Process Control, Self Evaluation, Targeting

31. Circle four items needed for an Operating System reload at the customer's office.
 - a. Warranty card
 - b. Computer with DVD rom
 - c. Second hard drive
 - d. Operating System disk
 - e. Screwdriver
 - f. Hammer
 - g. Downloaded drivers on disk
 - h. Tweezers
 - i. Hardware manual
 - j. Internet connection
32. Help Desk staffers usually become adequate or even great technical writers, since they need to record solutions along with images and step by step procedures.
 - a. True
 - b. False
33. Verification is a communication skill where we confirm the problem is still unsolved.
 - a. True
 - b. False
34. Only a few IT positions require Help Desk abilities.
 - a. True
 - b. False