

TEST BANK

LAB MANUAL

CompTIA
A+

Guide to Software

Managing, Maintaining, and Troubleshooting

Fifth Edition



Jean Andrews

Todd Verge

Chapter 2--Working with People in a Technical World

Student: _____

1. Most PC support jobs require simply working with hardware and software.

True False

2. Knowing how to effectively work with people in a technical world is one of the most sought-after skills in today's service-oriented work environments.

True False

3. When working with a customer, your primary job is to satisfy your boss.

True False

4. A help-desk call is the most difficult situation to handle when a customer is not knowledgeable about how to use a computer.

True False

5. The support technician decides when the work is done.

True False

6. A ____ is the only one responsible for the PC before trouble occurs.

A. PC hardware technician

B. PC software technician

C. PC support technician

D. technical support technician

7. The most significant certifying organization for PC technicians is the ____.

A. Security+

B. Computing Technology Industry Association

C. Internet Engineering Task Force

D. Computer Technology Information Association

8. ____ has industry recognition, so it should be your first choice for certification as a PC technician.

- A. Security+ Certification
- B. Network+ Certification
- C. Hardware+ Certification
- D. A+ Certification

9. When someone initiates a call for help, the technician starts the process by creating a(n) ____.

- A. ticket
- B. request
- C. rule
- D. order

10. One of the most important ways to achieve customer satisfaction is to do your best by being ____.

- A. genial
- B. on time
- C. prepared
- D. courteous

11. ____ customers are those where you both work for the same company, in which case you might consider the customer your colleague

- A. External
- B. Partner
- C. Adjunct
- D. Internal

12. ____ customers are your customers who come to you or your company for service.

- A. Internal
- B. External
- C. Partner
- D. Related

13. To improve your attitude, you must do it from your ____.

- A. heart
- B. head
- C. intellect
- D. language

14. When you're working with or talking to a customer, focus on ____.

- A. the amount of time
- B. the solution
- C. the problem
- D. him or her

15. ____ differences happen because we are from different countries and societies or because of physical handicaps.

- A. Regional
- B. Social
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- D. Language

16. ____ a problem increases your value in the eyes of your coworkers and boss.

- A. Taking ownership of
- B. Ceding responsibility for
- C. Relinquishing control of
- D. Passing on

17. To provide good service, you need to have a good ____ when servicing customers on the phone or online, on site, or in a shop.

- A. instincts
- B. plan
- C. script
- D. phone voice

18. Begin each new relationship with a ____.

- A. positive attitude
- B. clean uniform
- C. smile
- D. handshake

19. Troubleshooting begins by ____.

- A. assessing the computer
- B. interviewing the user
- C. reading the work order
- D. understanding the procedure

20. Part of setting _____ is to establish a timeline with your customer for the completion of a project.

- A. expectations
- B. goals
- C. requirements
- D. objectives

21. As a support technician, your goals can include _____ the user, as well as repairing the computer.

- A. reprimanding
- B. correcting
- C. educating
- D. disciplining

22. _____ support requires more interaction with customers than any other type of PC support.

- A. Web
- B. Phone
- C. Face-to-face
- D. Remote

23. _____ is required if the customer must be told each key to press or command button to click.

- A. Attitude
- B. Arrogance
- C. Patience
- D. Objectivity

24. Knowing how to _____ a problem to those higher in the support chain is one of the first things you should learn on a new job.

- A. delegate
- B. recommend
- C. downgrade
- D. escalate

25. Organize your time by making _____ and sticking with them as best you can.

- A. to-do lists
- B. plans
- C. ticket lists
- D. task lists

26. The best way to give bad news is _____.

- A. email
- B. face to face
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27. _____ and advanced degrees serve as recognized proof of competence and achievement, improve your job opportunities, create a higher level of customer confidence, and often qualify you for promotions and other training or degrees.

28. Hardware and software products generally have more technical _____ than just a user manual.

29. Probably the most significant indication that a PC technician is doing a good job is that customers are consistently _____.

30. A positive and helpful _____ helps establish good customer relationships.

31. When a customer complains, be a(n) _____ listener, and let customers know they are not being ignored.

32. Match each term with the correct statement below.

1. Those responsible for selling computers and related equipment
2. Entered into the call-tracking system and stays open until the issue is resolved
3. Works on site, closely interacting with users, and is responsible for ongoing PC maintenance
4. Software that is designed and written to help solve problems
5. Technical language that only technical people can understand
6. Works in a lab environment, might not interact with users of the PCs being repaired, and is not permanently responsible for them
7. Initial letters that stand for words
8. Goes to a customer site in response to a service call and, if possible, repairs the PC on site
9. Provides telephone or online support

- PC support technician _____
- PC service technician _____
- Technical retail associate _____
- Bench technician _____
- Help-desk technician _____

- Expert system _____
- Ticket _____

- Jargon _____
- Acronyms _____

33. Describe the PC support technician role.

34. Describe the PC service technician role.

35. Describe the role of the technical retail associate.

36. Describe the role of the bench technician.

37. Describe the role of the help-desk technician.

38. Describe an expert system.

39. List four guidelines to follow when working at a users desk.

40. List three tips to work with a customer who is overly confident.

41. Explain how escalation is most likely done for help-desk support.

42. Describe the documentation for onsite support.

Chapter 2--Working with People in a Technical World **Key**

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FALSE

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- PC service technician 8
- Technical retail associate 1
- Bench technician 6
- Help-desk technician 9

- Expert system 4
- Ticket 2

- Jargon 5
- Acronyms 7

33. Describe the PC support technician role.

A PC support technician works on site, closely interacting with users, and is responsible for ongoing PC maintenance. Of the job roles in this list, a PC support technician is the only one responsible for the PC before trouble occurs. Therefore, you are able to prepare for a problem by performing routine preventive maintenance, keeping good records, and making backups (or teaching users how to do so). You might also be expected to provide desk-side support, helping computer users with all sorts of hardware and application concerns. Some job titles that fall into this category include enterprise technician, IT administrator, PC technician, support technician, PC support specialist, and desk-side support technician.

34. Describe the PC service technician role.

A PC service technician goes to a customer site in response to a service call and, if possible, repairs the PC on site. PC service technicians are usually not responsible for ongoing PC maintenance but usually do interact with users. Other job titles might include field technician or field service technician.

35. Describe the role of the technical retail associate.

Those responsible for selling computers and related equipment are often expected to have technical knowledge about the products they sell. These salespeople work in somewhat of a consulting role and are expected to advise customers about the best technology to meet their needs, how to apply the technology, and maybe even how to configure entire networks and interconnected applications and equipment. Sometimes job roles involve only one stage of the sale. For instance, less technical people might make the initial contact with the customer and begin the sales process, and those who are more technically knowledgeable can act as technical sales consultants to complete the details of the sale.

36. Describe the role of the bench technician.

A bench technician works in a lab environment, might not interact with users of the PCs being repaired, and is not permanently responsible for them. Bench technicians probably don't work at the site where the PC is kept. They might be able to interview the user to get information about the problem, or they might simply receive a PC to repair without being able to talk to the user. A bench technician is sometimes called a depot technician.

37. Describe the role of the help-desk technician.

A help-desk technician provides telephone or online support. Help-desk technicians, who do not have physical access to the PC, are at the greatest disadvantage of the types of technicians listed. They can interact with users over the phone, by a chat session, or by remote control of the user's computer and must obviously use different tools and approaches than technicians who are at the PC. Other job titles in this category include remote support technician and call center technician.

38. Describe an expert system.

An expert system is software that is designed and written to help solve problems. It uses databases of known facts and rules to simulate human experts' reasoning and decision making. Expert systems for PC technicians work by posing questions about a problem to be answered by the technician or the customer. The response to each question triggers another question from the software, until the expert system arrives at a possible solution or solutions. Many expert systems are "intelligent," meaning the system will record your input and use it in subsequent sessions to select more questions to ask and approaches to try. Therefore, future troubleshooting sessions on this same type of problem tend to zero in more quickly toward a solution.

39. List four guidelines to follow when working at a users desk.

1. Don't take over the mouse or keyboard from the user without permission.
2. Ask permission again before you use the printer or other equipment.
3. Don't use the phone without permission.
4. Don't pile your belongings and tools on top of the user's papers, books, and so forth.
5. Accept personal inconvenience to accommodate the user's urgent business needs. For example, if the user gets an important call while you are working, delay your work until the call is over.
6. Also, if the user is present, ask permission before you make a software or hardware change, even if the user has just given you permission to interact with the PC.

40. List three tips to work with a customer who is overly confident.

Sometimes customers are proud of their computer knowledge. Such customers might want to give advice, take charge of a call, withhold information they think you don't need to know, or execute commands at the computer without letting you know, so you don't have enough information to follow along. A situation like this must be handled with tact and respect for the customer. Here are a few tips:

Tip 1. When you can, compliment the customer's knowledge, experience, or insight.

Tip 2. Slow the conversation down. You can say, "Please slow down. You're moving too fast for me to follow. Help me catch up."

Tip 3. Don't back off from using problem-solving skills. You must still have the customer check the simple things, but direct the conversation with tact. For example, you can say, "I know you've probably already gone over these simple things, but could we just do them again together?"

Tip 4. Be careful not to accuse the customer of making a mistake.

Tip 5. Even though the customer might be using technical jargon, keep to your policy of not doing so with this customer unless you're convinced he truly understands you.

41. Explain how escalation is most likely done for help-desk support.

For help-desk support, escalation is most likely done in the call-tracking system where you keep your call notes. It's very important to include detailed information in your notes so that the next person can pick up the call without having to waste time finding out information you already knew.

42. Describe the documentation for onsite support.

For onsite support, a customer expects documentation about your services. Include in the documentation sufficient details broken down by cost of individual parts, hours worked, and cost per hour. Give the documentation to the customer at the end of the service and keep a copy for yourself.