

Help Desk

1. _____ is a term describing changing trends in the use of WWW technology that aim to enhance creativity, information sharing, collaboration, and functionality of the Web.
 - a. Web 2.0
 - b. Internet 2
 - c. Web collaboration
 - d. Avatar

2. A(n) _____ is a computer user's representation of him or her.
 - a. avatar
 - b. Web 2.0
 - c. self-image
 - d. Skype

3. _____ is based on a scheme that enables an individual to gain credits for each certification exam taken.
 - a. HDI certification
 - b. SSPA certification
 - c. ITIL certification
 - d. Project management certification

4. _____ is the most widely recognized and required certification for entry-level help desk service technicians.
 - a. SSPA certification
 - b. ITIL certification
 - c. HDI certification
 - d. CompTIA certification

5. A widely recognized entry-level vendor certification is:
 - a. CompTIA
 - b. SSPA
 - c. Apple Certified Support Professional
 - d. HDI

6. If your help desk provides good Web-based support, which is not true?
 - a. Good problem-solving skills are increasingly important for analysts.
 - b. Help desk analysts must get better at solving simple problems quickly.
 - c. Communication skills play a secondary role.
 - d. Writing skills have greater importance.

7. In the _____, the support industry, in an effort to elevate the role of the help desk, began to offer certification programs geared specifically to help desk professionals.
 - a. early 1990s
 - b. late 1980s
 - c. early 1980s
 - d. late 1990s

8. Which type of experience is least likely to help you prepare for a help desk career?
- experience stocking shelves
 - teaching experience
 - experience working in a restaurant
 - experience working at a store in the mall
9. _____ is a summary document that describes the project, its objectives, and the way these objectives will be achieved.
- Project scope
 - Work breakdown structure
 - Gantt chart
 - Project plan
10. _____ is a task-oriented division of the work to be done in a given project.
- Project plan
 - Work breakdown structure
 - Project scope
 - Gantt chart
11. A(n) call center is not a typical type of call center.
- blended
 - multipurpose
 - outbound
 - inbound
12. A(n) call center takes orders, responds to billing inquiries, and provides customer support.
- outbound
 - inbound
 - blended
 - multipurpose
13. A(n) call center primarily does telemarketing.
- outbound
 - inbound
 - blended
 - multipurpose
14. A(n) _____ is a department or a person within a company that supplies information, products, or services to another department or person within the same company.
- internal service desk
 - internal service provider
 - internal contact center
 - external service desk
15. Tracking the incident to ensure that the customer is kept informed about the status of the incident is called:
- taking ownership
 - escalating
 - customer tracking
 - incident tracking

16. _____ uses training systems that people access from any personal computer that has an Internet connection and a browser.

- a. Internet-based training
- b. Network training
- c. Computer-based training
- d. CAD training

17. _____ distribute(s) digital media files over the Internet to personal computers and portable media players.

- a. Webinars
- b. Web-based seminars
- c. Podcasting
- d. Wiki

18. _____ are used to deliver presentations , lectures, and workshops over the Internet.

- a. Overhead projectors
- b. Podcasts
- c. Wiki
- d. Webinars

19. A help desk that has its analysts located at home or in another location is called a(n):

- a. outsourced help desk
- b. consulting help desk
- c. remote help desk
- d. virtual help desk

20. A help desk approach enables an organization to provide 24-hour coverage with each regional service desk working only during the usual business hours for its location.

- a. structured
- b. point-of-sale
- c. routine
- d. follow-the-sun

21. The process of determining a customer's need and routing him or her to the appropriate support group is known as:

- a. request
- b. forwarding
- c. triage
- d. documenting

22. When the budget items required to run the help desk are considered an expense to the company, the help desk is referred to as:

- a. cost center
- b. internal center
- c. in-house center
- d. department center

23. A leading help desk supplier in the market is:

- a. World Data Systems
- b. Electronic Data Systems
- c. Apple Data Systems
- d. HP Help Desk

24. A help desk that must cover its expenses and perhaps make a profit by charging a fee for support services is known as:

- a. revenue center
- b. sales center
- c. marginal center
- d. profit center

25. The most common help desk service being outsourced today is:

- a. out-of-country support
- b. multilingual support
- c. hardware support and repair
- d. after-hours service

26. _____ involves measuring a person's physical characteristics, such as a palm print or the retina of an eye.

- a. Bioengineering
- b. Biometrics
- c. Bioenergetics
- d. Biodegradable

27. The condition of good physical and mental health, especially when maintained by proper diet and exercise, is called:

- a. fitness
- b. dieting
- c. wellness
- d. biometrics

28. An area outfitted with equipment and furnishings for a worker is known as:

- a. workstation
- b. work environment
- c. workplace
- d. workspace

29. _____ are physical symptoms caused by excessive and repeated use of the hands, wrists, arms, and thumbs.

- a. Carpal tunnel injuries
- b. Carpal tunnel syndrome
- c. Computer vision syndrome
- d. Repetitive stress injuries

30. _____ is a common repetitive stress injury that affects the hands and wrists, particularly from repetitive typing.

- a. Carpal tunnel syndrome
- b. Computer vision syndrome
- c. Hand and wrist syndrome
- d. Retinal injuries

31. _____ is popular with desktop publishing, the typesetting industry, and the Macintosh OS.

- a. Spooling
- b. PCL
- c. PostScript
- d. GDI

32. If the self-test page does not print or prints incorrectly, for a laser printer, replace the:

- a. toner cartridge
- b. toner filter
- c. ink cartridge
- d. ink filter

33. EISA and MCA devices do not have jumper settings. How are they configured?

- a. dip switches
- b. through DOS
- c. EISA configuration utility or IBM reference diskette (MCA)
- d. CMOS setup

34. Which one of the following printers is best for printing on transparencies?

- a. thermo autochrome printer
- b. dot matrix printer
- c. solid ink printer
- d. thermal wax printer

35. Which one of the following is true of Centronics cable used in parallel printing?

- a. It will have DB25 connectors at both ends.
- b. It will have DB9 at one end and DB25 at the other end.
- c. It will have a 36 pin connector at both ends.
- d. It will have DB-25 at one end and a 36 pin connector at the other end.

36. "Smileys":

- a. can convey your message if you think your writing is poor
- b. assume everyone knows that he/him/his means all people
- c. could be used in business writing
- d. help readers interpret an e-mail writer's attitude and tone

37. You have a problem using SMTP. You think that the problem is with port 25. How do you check to see if the problem is the port?

- a. netstat
- b. tracer
- c. protocol analyzer
- d. telnet

38. You want to create an address book. You want to update it, and all employees need to have immediate access without downloading. Which one of the following should you create?

- a. proxy server
- b. directory server
- c. certificate server
- d. NIS server

39. What defines the format used by e-mail software to send nontext data over the Internet?

- a. MIME
- b. attachment
- c. BINDEX
- d. HEX

40. To encrypt e-mail, use:

- a. S/MIMI - RSA
- b. PGP
- c. DES
- d. verisign

41. An IP address is best defined as...

- a. An IP Address is a unique number consisting of 4 parts separated by dots (eg: 217.247.84.89) associated with every system connected to a network
- b. Internet Provider Address. The address of a company that provides individuals and other companies access to the Internet.
- c. The location of Internet Packets measured in kilobytes on a network.
- d. All of the above.

42. Malware is best defined as...

- a. A computer program designed to protect the operating system from viruses.
- b. Microsoft Arithmetic LAN software run in the background of any Windows based computer system used to manage network connections
- c. Software designed to infiltrate or damage a computer system without the owner's informed consent.
- d. None of the above

43. Which one of the following best defines the term Operating System

- a. The software that allows computer users to run applications with the hardware of a specific system. Microsoft® Windows® or Apple® Computer's OS are examples of operating systems.
- b. The master control program that manages a computer's internal functions and provides a means of control to the computer's operations and file system.
- c. The software that manages the hardware and software interface of a computer.
- d. All of the above.

44. Which one is not an output device?

- a. Printer
- b. Monitor
- c. Modern
- d. Keyboard

45. One MB is equal to...

- a. One thousand bytes
- b. 1 billion bytes
- c. The amount of RAM in every computer
- d. 1024 KB

46. Select the 3 graphics files from the list below.

- a. untitled.nfo
- b. untitled.jpg
- c. untitled.bmp
- d. untitled.ogg
- e. untitled.tiff

47. Select the URL from the list below.

- a. spidermOnkey@gmail.com
- b. http://www.yahoo.com
- c. D:\downloads\standard
- d. 192.168.0.1

48. Which of the following programs is not an email client.

- a. Microsoft Outlook 2003
- b. Windows Live Mail
- c. Mozilla Firefox
- d. Outlook Express 6

49. A modem is best defined as...

- a. A device that allows you to connect your PC to an internet service
- b. A piece of computer software that is used to browse the web. (eg: internet explorer)
- c. An interconnected group of computers
- d. A program that prevents other people on the Internet from accessing your computer and your files.

50. What is the shortcut for PASTE?

- a. Ctrl + P
- b. Ctrl + V
- c. Ctrl + C
- d. Caps Lock + V