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HDI Desktop Support Technician Training

Quiz 3 Review

What is the main objective of self-healing technologies?:

- To Identify issues and restore functionality to systems
- Automatically upgrade systems
- Provide instant access to user accounts
- Communicate information without human intervention

Competency 4.9.1: The objectives of automated remediation are:

- Provide instantaneous (24/7/364) response to issue minimizing impact of any service failures
- Identify when an issue has occurred and initiate remedial or corrective action to restore a system to a functioning state

Which of the following is an example of a cloud service?

- Desktop-as-a-Service (DaaS)
- Hardware-as-a-Service (HaaS)
- Management-as-a-Service(MaaS)
- Network-as-a-Service (NaaS)

Competency 4.1.1: Cloud Service technologies-public private, hybrid models

- Application-as-a-Service
- Infrastructure-as-a-Service
- Platform-as-a-Service
- Software-as-a-Service
- Storage-as-a-Service

IMPORTANT NOTE: This is kind of a trick question. While Network-as-a-Service is actually a cloud service, the HDI model does not yet recognize it. So Desktop-as-a-Service is the answer.

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Which telephony metric is used to develop a company's staffing/scheduling model?

- Average Speed to Answer
- Average Handle Time
- Average Talk Time
- Abandon Before Answer

Competency 4.2.8: Average Handle Time is: Talk Time + After Call Work (ACW) + Hold Time; and is used to develop staffing and scheduling model

NOTE: While all metrics are important, the Average Handle Time is the overarching metric that covers the entire time a customer goes through from calling in to having the issue resolved.

Which is an example of a telephony system?

- Automated customer care system
- Real-time monitoring system
- Voice over Internet Protocol (VoIP)
- Digital Whiteboard

Competency 4.1.1: Telephony Systems:
- Automated call distribution (ACD)
- Automatic Voice Recognition (AVR)
- Interactive Voice Response (IVR)
- Voice-over Internet Protocol (VoIP)
- Computer Telephony Integration (CTI)

NOTES:
- Automated Customer Care system is a type of management tool
- A Digital White Board is an example of a collaboration tool.
- Real-Time monitoring system is an example of a Monitoring and Alerting Tool

What is a challenge of integrating Computer Telephony Integration (CTI)?

- Integration can be costly and complicated
- Customers may receive the screen pop
- Decreased customer satisfaction
- Integration is boring

Competency 4.3.5: Challenges of CTI include

- Integration may be complex and costly
- Can result in longer Average Speed to Answer (ASA) times if not implement properly
- May required customers to enter information such as their ID in order to facilitate routing.

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<u>Social Media can best be used to increase value of Desktop Support in an organization by:</u>

- Facilitating knowledge sharing between customers
- Ensuring repeatable and consistent procedures that meet governance and regulatory requirements
- Performing file clean up
- Allowing customers to update contact information and reset passwords

Competency 4.10.2: Social media is used in the support center to:

- Customers and employees can create, search, and update posts facilitating knowledge sharing between each other
- Community members share knowledge with each other via various platforms
- Personalized communication via customer preferred channels
- Easily customer push/pull channels for communication
- Customers share experience with each other and the service provided
- Data mining for product/service improvement

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An automated call distributor can:

- Track agent availability
- Send and receive Instant Messages (IMs)
- Update the knowledge-based
- Respond to any customer inquiries

Competency 4.2.3: AN ACD system is a system that distributes incoming contact to support analysts.

NOTE: Using critical thinking, the ACD needs to have the ability to track if an agent is available or not, otherwise it might route customers to busy users, while other users are free.

What support involves a desktop support user going to the customer's location?

- Telephone Support
- Desktop Support
- Electronic Support
- Walk-up Support

Competency 4.4.1: Assisted service examples-

- Telephone support
- Desktop Support (onsite)
- Walk-Up Support
- Electronic Support
    – Remote control, E-mail, Instant Message (IM), Social Media

NOTE: The standards don't review the difference, but while Telephone and electronic are straightforward, it's important to know the difference between Desktop/Deskside Support and Walkup Support. Desktop/Deskside support in considered when the DST travels to the customer's location to address an issue, like when a company sends a dispatch to your location. Walk-Up support is when the customer travels to the DST, like at the Apple Store.

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Which type of service is generally 24/7/365?

- Automated Remediation
- Desktop Support
- Walk Up Support
- Telephone Support

Competency 4.9.1: Automated remediation technology-

- Is intended to provide instantaneous (24.7.265) response to issue.
- Identifies when an issue has occurred and initiates remedial or corrective action
- Should link/correlate to incident, request, problem, and change management

NOTE: Since automated remediation is computer based, it can always be running. Telephone support needs to be staffed, so it's not always 24/7/365, since there are holidays and closing hours.

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If you wanted to provide predictable and equitable calls to your customers, you would likely install which telephony tool?

- ⦿ Automatic Call Distributor (ACD)
- • Voice-over Internet Protocol (VoIP)
- • Automatic Voice Recognition (AVR)
- • Interactive Voice Response (IVR)

Competency 4.2.3: The purpose of an ACD is to distribute incoming call/contact to a specific group of individuals/agents based od a set of predefined routing strategy. ACD's are used where incoming calls need to interact with osmone, but not a specific individual.

Which type of support requires the most attention to body language, personal appearance?

- ⦿ Desktop Support

- Remote Support

- E-mail Support

- Telephone Support

NOTE: Similar to the above question, though not a competency, this is an application of critical thinking. Body language and personal appearance would relate to in person interactions, and onl desktop support meets that.

Which of the following are telephony metrics? [3 Correct Answers]

- Average Talk Time
- Abandon Before Answer
- Mean Time to Restore Service
- Average Handle Time
- Busy Time

Competency 4.2.8: Telephony Metrics:

- Average Speed to Answer
- Hold Time
- Abandon Before Answer
- Average Handle Time
- Average Talk Time
- Availability

You would install Interactive Voice Response (IVR) to:

- Route customers effectively
- Act as a knowledge-base to solve problems for customers
- Report suspicious activity to the authorities
- Update incorrect information within the knowledgebase

Competency 4.2.6: The purpose of an IVR system is to collect, validate, and route customer information efficient to support analysts.

What program is most appropriate to use for backup storage purposes?

- Cloud Services
- Monitoring Systems
- Automated Remediation
- Service Management Systems

Competency 4.11.4: Benefits of Cloud Service include:

- Enhanced capacity manage capabilities
- Reduced spending on infrastructure costs
- Facilitates faster deployment of new services

A benefit of Instant messaging for an IT company is:

- The ability to seek coworker advice while resolving an incident

- Increase focus on the customer

- Speak with your manager when you have a problem

- Chat with friends when you're bored

Competency 4.7.1: Instant Message (IM) and Chat enables interactive communication between customers and support staff. IT also allows support staff to quickly access in-house experts for assistance to eliminate/reduce further escalations.