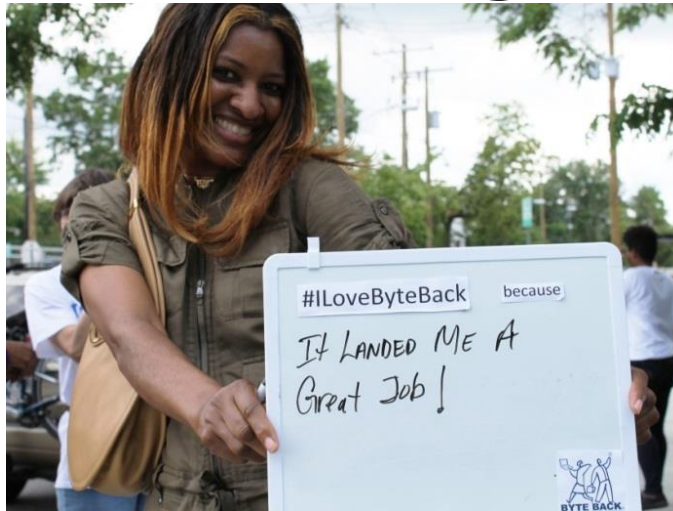


HDI Desktop Support Technician Training



Unit 5 & 6 Quiz Review

A customer neither understands how to do something nor realize their deficiency. This is best described as:

- Conscious Incompetence
- ☒ Unconscious Incompetence
- Conscious Competence
- Unconscious Competence

Competency 5.19.3:

Unconscious Incompetency: This individual nether understands nor knows how to do something, nor recognizes the specific area of their deficiency.

Conscious Incompetency: Though the individual does not understand or know how to do something, they recognize the deficit, without addressing it.

Conscious Competency: The individual understand or know how to do something, however, demonstrating the skill or knowledge requires a great deal of concentration


Unconscious Competency: the individual has had so much practice with a skill that it become “Second nature” and can be performed without concentration

A drive-by incident, in terms of IT, is:

- When a customer informs you of a new incident during a onsite visit
- When a car comes by and starts shooting
- Solving a problem in a structured and organized manner
- Asking the customer a series of fast paced close-ended questions

Competency 5.16.10: A drive-by incident is an incident reported to the DST by the customer while the technician is on-site to resolve another incident or for other purposes.

Stress is best defined as:


- A reaction that causes a negative impact
- A reaction that causes a positive impact
-  A reaction that can causes a positive or negative impact
- A challenge of teamwork

Competency 3.3.1: Stress can be defined as

- A reaction to change
- A natural reaction that can have a positive or negative impact
- A feeling caused by being prevent from achieving a desire outcome

NOTE: The main idea here is stress can have a positive or negative impact, not just one or the other.

If a customer is responding in a scattered manner, you should apply the following to focus them:

- Ask Open-Ended Questions
-  Ask Close-Ended Questions
- Use Root Cause Analysis
- Begin the Incident Management process

Competency 5.20.10: When you suspect that customer is a rambler:

- Take control of the conversation by:
 - Using the customer's name to gain their attention and focus
 - Using closed-ended questions to gain specific information
- Wait a reasonable time for the customer to finish, but politely interrupt if the rambling goes on for too long
- Acknowledge the customer and the information
- Tell the customer that you will need to finish the conversation so that you can start resolving the issue

What technique can help you effectively communicate with a customer?

- Adjust your accent to match the customer's accent.
- Count to two before responding to what a customer says.
- Identify the customer's competency level and adapt to it.
- Show higher respect if the customer is an executive.

Competency 5.19.4: Adjust to a customer's competency level in order to increase communication effectiveness by:

- Asking open-ended question initially to gain elaboration and understanding of customer's competency level
- Actively listening to the words used in order to understand the customer's competency level
- Changing your vocabulary to mirror the level of the customer's terminology

Customers who have knowledge in an area, but need to concentrate to recall that information would be described as having which competency level?

- Conscious Incompetence?
- Unconscious Incompetence
- **Conscious Competence**
- Unconscious Competence

Competency 5.19.3:


Unconscious Incompetency: This individual neither understands nor knows how to do something, nor recognizes the specific area of their deficiency.

Conscious Incompetency: Though the individual does not understand or know how to do something, they recognize the deficit, without addressing it.

Conscious Competency: The individual understands or knows how to do something, however, demonstrating the skill or knowledge requires a great deal of concentration

Unconscious Competency: the individual has had so much practice with a skill that it becomes "Second nature" and can be performed without concentration

While on a site visit to address a ticket, another coworker walks up and ask you to work on an unrelated problem. This is an example of:

- Walk-Up Support
-  Drive-By Incident
- Service Request
- Good customer Service

Competency 5.16.10: A drive-by incident is an incident reported to the DST by the customer while the technician is on-site to resolve another incident or for other purposes.

Note: You may be getting confused with Walk-Up Support, which is when a customer goes to the Support Center for help. Think of a place like the Apple Store or Best Buy Geek Squad.

The most effective way of using your silent time during an incident is:

- Training the customer on how to perform a related task.
- Telling the customer what they did wrong.
- Learning the newest office gossip.
- Administering a customer satisfaction survey.

Competency 5.16.9: Use silent time effectively by:

- Building rapport with the customer by engaging in informal conversation, if appropriate
- Communicating with the customer regarding new release or new service offerings
- Training the customer on how to perform a related task
- Explaining the problem and resolution process to the customer

When a problem is new and undocumented, you will least likely apply which technique:

- Inductive reasoning
- ☒ Deductive reasoning
- Critical Reasoning
- Creative Thinking

Competency: 5.22.3:

Deductive Reasoning – “Focus on the facts” – is a step-by-step approach to solving problems, used when you are familiar with the problem area

Inductive Reasoning – “based on intuition” – is an experimental approach used when the problem is unfamiliar.

What term is defined as meeting a customer's psychological needs?

- Customer Differentiating
 - Problem Management
 - Active Listening
 - Incident Management

Competency 5.19.1: Customer differentiating means understanding that:

- 75% of customer satisfaction consists of meeting the customer's psychological needs
- Only 25% of customer satisfaction consists of meeting the customer's business needs
- Unresolved psychological issues can have a negative affect on incidents solving and create customer dissatisfaction

Which of the following is a close ended question?

- What is happening on the screen?
- What have you done to address the issue so far?
- ☒ • What is the application you are having a problem with?
- How does that make you feel?

Competency 5.22.4: Closed-ended questioning:

- Seeks “yes,” “no,” or limited responses
- Focuses on the customer
- Is intended to validate or obtain specific information
- Is used to control a conversation

Which of the following is an open-ended question?

- Is your monitor turned on?
- When did this start happening?
- Can you work on another PC for now?
- ☒ How is this issue affecting your work?

Competency 5.22.4: Open-ended questioning:

- Invites elaboration or narrative
- IS intended to draw out new information

Within the incident management process, what step comes after prioritization?

- Recovery
- Resolution
- Initial Diagnosis
- Escalation

Competency 5.6.3: Activities of the Incident Management Process Include:

1. Incident Identification
2. Incident Logging
3. Incident Categorization
4. Incident Prioritization
5. Initial Diagnosis
6. Escalation
7. Investigation and Diagnosis
8. Resolution and Recovery
9. Closing

Which of the following is not an incident management process step?

- Incident Classification
- ☒ Root Cause Analysis
- Resolution and Recovery
- Incident Closing

Competency 5.6.3: Activities of the Incident Management Process Include:

1. Incident Identification
2. Incident Logging
3. Incident Categorization
4. Incident Prioritization
5. Initial Diagnosis
6. Escalation
7. Investigation and Diagnosis
8. Resolution and Recovery
9. Closing

NOTE: Root Cause Analysis should only be associate with Problem Management.

You are engaging with an upset customer onsite, who is speaking loud and fast. Of the choices below, is the best way to proceed?

- Use a calm tone, then ask them to re-explain the issue.
- ☒ Let the customer vent, then assist them with their concern.
- Tell the customers to "chill."
- Use the same tone and rate of speech to connect with them.

NOTE: Only the correct answer encompasses both correct steps to handle an upset customer.

Having customers re-explain issues will make them feel unheard.

Telling customers how they should behave will make them feel talked down to.

If they are using a loud and fast tone, if you just match their tone you'll sound angry as well.