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| **Multiple Choice** |

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| 1. Larry wants to upgrade to Windows 10. He will use his computer both at home and at work and will need to connect to his company’s Wi-Fi network to share files over the network. Which version of Windows 10 would you recommend to Larry?

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|   | a.  | Windows 10 Home |
|   | b.  | Windows 10 Pro |
|   | c.  | Windows 10 Education |
|   | d.  | Windows 10 Enterprise |

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| *ANSWER:* | a |
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|   | a.  | Correct. Windows 10 Home will allow Larry to share files at work and at home. He would need Windows 10 Pro if he needed to connect to a domain. |
|   | b.  | Incorrect. Windows 10 Pro is for large enterprise. Because Larry will not connect to a domain at work, he can use Windows 10 Home. |
|   | c.  | Incorrect. Windows 10 Education is a discounted version of Windows Enterprise. If Larry were a student or worked for a school, he would use Windows 10 Education. |
|   | d.  | Incorrect. Windows 10 Enterprise is for large enterprises that need to be connected to a domain server. Windows 10 Enterprise allows the computer to activate to a local server instead of over the Internet to Microsoft activation service. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 2. Andrew is researching a new operating system for the computers at his workplace. His boss wants the computers to be able to connect to the cloud and thus have security in case the laptops are stolen. What version of Windows 8.1 does *not* have the ability to lock the hard drive so that it is unusable if removed from a laptop?

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|   | a.  | Window 8.1 Core |
|   | b.  | Windows 8.1 Basic |
|   | c.  | Windows 8.1 Pro |
|   | d.  | Windows 8.1 Enterprise |

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|   | a.  | Correct. Windows 8.1 Core (the home version) does not have BitLocker. BitLocker secures a laptop’s hard drive in case it is removed from the laptop. With BitLocker enabled, the hard drive will need to recognize the TPM chip in UEFI/BIOS or have the key on a removable drive. |
|   | b.  | Incorrect. There is not a version of Windows 8.1 called Basic. |
|   | c.  | Incorrect. Both the Pro and Enterprise versions on Windows 8.1 have BitLocker. With BitLocker, if a hard drive is removed from a laptop, its data is not accessible. |
|   | d.  | Incorrect. Both the Pro and Enterprise versions on Windows 8.1 have BitLocker. BitLocker is used with laptops because they are easy to lose or be stolen. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 3. In Windows 10, you can find this user-friendly interface to access numerous Windows settings? What is the name of this user-friendly interface?

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|   | a.  | Control Panel |
|   | b.  | Administrative Tools |
|   | c.  | Computer Management console |
|   | d.  | Settings app |

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| *ANSWER:* | d |
| *FEEDBACK:* |

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|   | a.  | Incorrect. The Control Panel includes icons for System and Security, Network and Internet, Hardware and Sound, Programs, User Accounts, Appearance and Personalization, Clock and Region, and Ease of Access. |
|   | b.  | Incorrect. Administrative Tools is a folder within System and Security. |
|   | c.  | Incorrect. The Computer Management Console allows you to access System Tools, Storage, and Services and Applications. |
|   | d.  | Correct. The picture in the question is of the Setting app. |

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| *POINTS:* | 1 |
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| 4. Wanda wants to find some basic information about her computer, for example, what operating system and how much RAM are installed on her computer. Where can Wanda find this information quickly in Windows 10?

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|   | a.  | System Information applet |
|   | b.  | Windows Information |
|   | c.  | UEFI/BIOS System information |
|   | d.  | System window |

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| *ANSWER:* | d |
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|   | a.  | Incorrect. Wanda can find this information in the System Information app. However, she can find it much quicker if she goes to File Explorer, right-clicks This PC, and selects Properties. The System window appears with the information she wants to find. |
|   | b.  | Incorrect. There is no Windows Information window in Windows 10. |
|   | c.  | Incorrect. Wanda will not be able to find which OS is installed in UEFI/BIOS. UEFI/BIOS shows the amount of RAM installed, not the OS that is installed. |
|   | d.  | Correct. Wanda can find the information quickly in the System window. To access the window, she can go to File Explorer, right-click This PC, and select Properties. |

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| *POINTS:* | 1 |
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| 5. When working with customers, you should always try to keep a positive attitude. Why is it important to maintain a positive attitude when working with customers?

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|   | a.  | Helps to establish a good customer relationship. |
|   | b.  | Helps the customer feel confident you can fix the problem. |
|   | c.  | Shows that you have the knowledge needed to fix the problem. |
|   | d.  | Helps you to be more reliable. |

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| *ANSWER:* | a |
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|   | a.  | Correct. When you display a positive attitude, it helps you establish a good customer relationship. |
|   | b.  | Incorrect. Your attitude might not give your customer confidence that you can fix the problem; it is more likely to reflect your knowledge and experience. |
|   | c.  | Incorrect. A positive attitude does not rely on your knowledge of how to fix the problem. A positive attitude will help you maintain a good relationship with the customer. |
|   | d.  | Incorrect. Showing up on time and getting the job done right will show your reliability. Being reliable is very important when working with customers and will help them feel positive about you. |

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| 6. Henry is sent to work with a customer at the company’s satellite branch in another town. During his visit, he notices that most of the computer users are not following the corporate guidelines on password safety and are looking at their personal emails, which is not allowed for security reasons. What can Henry do about these corporate policy issues?

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|   | a.  | Wait until he returns to his office and inform his supervisor. |
|   | b.  | Confront the employees about the issue. |
|   | c.  | Train the employees on why these issues are security concerns. |
|   | d.  | Ignore the security problems. |

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| *ANSWER:* | c |
| *FEEDBACK:* |

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|   | a.  | Incorrect. Henry should address these concerns with the employees. If employees are trained and still do not follow the rules, then Henry may want to inform his supervisor. |
|   | b.  | Incorrect. Confronting the employees is not the best approach, as they might not realize that their behaviors are real issues. Instead, train them on how to follow the corporate guidelines. |
|   | c.  | Correct. When possible, training the employees, instead of confronting them, is the better solution. |
|   | d.  | Incorrect. The security problems need to be addressed. Easily guessed passwords can lead to real security problems. Reading personal email at work can cause issues, such as ransomware that would not be detected by the corporate email server. Causing corporate computers and servers to be locked until the ransom is paid. |

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| *POINTS:* | 1 |
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| 7. Derek is working at the help desk when he receives a call from a client about an issue with the company’s email. The customer is very upset about the email issue. He is complaining about the email service and the IT department in general. What should Derek do to defuse the situation?

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|   | a.  | Defend the IT department. |
|   | b.  | Hang up the phone. |
|   | c.  | Call the supervisor and ask for help with the customer. |
|   | d.  | Let the customer vent and then restart the conversation. |

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| *ANSWER:* | d |
| *FEEDBACK:* |

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|   | a.  | Incorrect. Try not to be defensive. It is better to leave the impression that your department will listen and admit mistakes. |
|   | b.  | Incorrect. Unless the customer is using unacceptable language, don’t hang up on the client. Listen to his problem and complaint and inform him that you will be considering the issue. |
|   | c.  | Incorrect. Calling your supervisor is an option, but only if you can’t help the client. |
|   | d.  | Correct. You should let the client vent and then restart the conversation. Explain that you would like to resolve the problem and that his issue is important and will be addressed. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 8. George is working onsite at a client’s desk. The client’s phone rings during George’s visit, and the client explains that she must take the call. What should George do in this situation?

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|   | a.  | Leave and go to another client. |
|   | b.  | Explain he does not have time to wait. |
|   | c.  | Excuse himself and check back when the call is complete. |
|   | d.  | Stay and work on the computer during the phone call. |

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| *ANSWER:* | c |
| *FEEDBACK:* |

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|   | a.  | Incorrect. George can stop and leave the room if necessary. However, he should not leave to work with another client. |
|   | b.  | Incorrect. Accept personal inconvenience to accommodate the user’s urgent business needs. Remember that you are there to support the client. |
|   | c.  | Correct. Accept personal inconvenience to accommodate the user’s urgent business needs. Even if George has other trouble calls to work on, he is there to support the client. |
|   | d.  | Incorrect. As George works, he should be as unobtrusive as possible. He should consider himself a guest in the customer’s office or residence. |

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| *POINTS:* | 1 |
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| 9. During your service call at the residence of a customer, you discover you will need a part that you don’t currently have.  What should you do in this case?

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|   | a.  | Leave and get the part and come back. |
|   | b.  | Tell the customer to purchase the part and call when she receives it. |
|   | c.  | Explain the situation and give the customer options on how to order the part and when you will return to complete the repair. |
|   | d.  | Tell the customer you need the part, do research on the part, and schedule a time to come back and fix the computer. |

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| *ANSWER:* | c |
| *FEEDBACK:* |

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|   | a.  | Incorrect. Don’t leave without explaining to the customer what you are doing. |
|   | b.  | Incorrect. The customer might not know how to order the part. |
|   | c.  | Correct. You should explain the situation and allow the customer to decide how to order the part and when you will return. |
|   | d.  | Incorrect. You should explain the situation and give the customer all the options instead of telling the customer what you want to do. |

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| *POINTS:* | 1 |
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| 10. Which of the following is *not* considered good customer service? (Select all that apply.)

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|   | a.  | Be on time. |
|   | b.  | Avoid distractions. |
|   | c.  | Follow up with the customer. |
|   | d.  | Disclose the experience on social media. |
|   | e.  | Meet expectations. |
|   | f.  | Meet timelines, and if not possible, explain why. |

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| *ANSWER:* | d |
| *FEEDBACK:* |

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|   | a.  | Incorrect. You should be on time and dependable. |
|   | b.  | Incorrect. You should avoid distractions when working on a customer’s computer. |
|   | c.  | Incorrect. You should call a few days later to make sure everything is satisfactory. |
|   | d.  | Correct. You should never share customer experiences on social media. |
|   | e.  | Incorrect. You should meet the customer’s expectations regarding the support you provide. |
|   | f.  | Incorrect. You should try to meet your timelines, but if doing so is not possible, you should explain why you were unable to meet the timeline. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 11. John recently upgraded from Windows 8.1 to Windows 10, after the upgrade is complete, on the right-hand side of his desktop there is a new area that contains a way to toggle several Windows features on and off, access the Settings app, and view notifications.​What is this area called in Windows 10?

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|   | a.  | Control Panel |
|   | b.  | Action Center  |
|   | c.  | Cortana |
|   | d.  | Task View |

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| *ANSWER:* | b |
| *FEEDBACK:* |

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|   | a.  | Incorrect. John can access the Control Panel using the Quick Launch menu by right-clicking the Windows button or by pressing the Win+X keys. |
|   | b.  | Correct. The Action Center icon is located next to the time and date on the taskbar and is used to toggle several Windows features on and off, access the Settings app, and view notifications. |
|   | c.  | Incorrect. Cortana is the new Microsoft digital assistant. To activate Cortana, John can say, “Hey Cortana,” or click the circle next to the search box. He can also type a question in the search box. |
|   | d.  | Incorrect. Windows 10 uses Task View to create multiple virtual desktops, which will allow John to flip through multiple desktops and find the one he wants. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 12. Manuel is working on a project in Visual Studio. He wants to keep this program showing on the entire desktop, but he also needs to have several other applications open so that he can research the project.​What feature in Windows 10 will allow Manuel to view Visual Studio on the full desktop and have other applications open at the same time?

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|   | a.  | Task View |
|   | b.  | Snap Assist |
|   | c.  | PowerShell |
|   | d.  | Live tiles |

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| *ANSWER:* | a |
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|   | a.  | Correct. Windows 10 uses Task View to create multiple virtual desktops and will enable Manuel to flip through to the desired desktop as needed. Manuel can have Visual Studio open on one virtual desktop and flip to other applications that are open on another desktop. |
|   | b.  | Incorrect. Snap Assist allows apps to be moved or snapped to half or a quarter of the screen. Snap Assist will not allow Manuel to see Visual Studio on a full desktop. |
|   | c.  | Incorrect. Windows PowerShell provides a command-line interface where Manuel can process small PowerShell programs called cmdlets. |
|   | d.  | Incorrect. Live tiles allow for continuous real-time updates of many apps, including news, email, calendar, and photos apps. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 13. From this window,where do I click next to get to the following window?​

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|   | a.  | Change settings |
|   | b.  | Device Manager |
|   | c.  | Advanced system settings |
|   | d.  | System protection |

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| *ANSWER:* | c |
| *FEEDBACK:* |

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|   | a.  | Incorrect. Change settings will take you to change the network settings for your computer, such as the name of the computer or to which network type you should connect your computer. |
|   | b.  | Incorrect. Device Manager will take you to the Device Manager applet. Device Manger allows you to view the status of devices on your computer. |
|   | c.  | Correct. The screen is a picture of the Advanced tab. You press the Advanced system settings link to get to this picture. |
|   | d.  | Incorrect. System protection will send you to a screen that allows you to configure restore settings, that is, where you can create or use a restore point. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 14. Richard has been called to the human resources department to repair a desktop computer. The woman using the computer is currently working on the company’s payroll and wants to get her computer working quickly so that everyone will be paid on time. While working at her desk, Richard notices that the paperwork she is entering into the system has his coworkers’ bank account information.​What should Richard do when he discovers this paperwork?

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|   | a.  | Ignore the paper and finish working on the computer. |
|   | b.  | Put something over the papers so that he can’t see the information. |
|   | c.  | Ask the client to remove the documents. |
|   | d.  | This information might be useful to have, so he should take a picture. |

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| --- | --- |
| *ANSWER:* | c |
| *FEEDBACK:* |

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|   | a.  | Incorrect. If it were discovered that Richard had seen this information and not told the woman, he could get into trouble. Richard should inform her that sensitive information is on her desk and that she should remove it. |
|   | b.  | Incorrect. Covering the papers does not secure the sensitive data. Richard should inform the woman that sensitive information is on her desk and that she should remove it. |
|   | c.  | Correct. Richard should ask the woman to remove the documents. This informs her that the documents are there and that you are aware they contain sensitive information. |
|   | d.  | Incorrect. This is a very bad idea. Instead, inform the woman and let her decide what she should do with the material. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 15. During your discussion with a client about a problem with his computer, you realize that he is explaining a problem you have seen several times.​What should you do when you realize you understand the problem?

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| --- | --- | --- |
|   | a.  | Interrupt the client so that you can get to work right away. |
|   | b.  | While the client is explaining the problem, start looking up the fix for the problem on your phone. |
|   | c.  | Actively listen to the client until he finishes explaining the problem. |
|   | d.  | Ignore what the client is saying and get to work. |

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| *ANSWER:* | c |
| *FEEDBACK:* |

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|   | a.  | Incorrect. You should never interrupt a client. Allow your client to explain the issue before you develop a solution. He might provide more insight into the problem, even though you think you know what the problem is and how to fix it. |
|   | b.  | Incorrect. You should never allow yourself to be distracted when talking to clients. Actively listen to your client and allow him to explain the issue. |
|   | c.  | Correct. You should actively listen to your client. He might provide more insight into the problem. |
|   | d.  | Incorrect. This would be poor professional etiquette. You should actively listen to your client. |

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| *POINTS:* | 1 |
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| 16. Isaac was assigned to work on a computer in his company’s R&D department. While working on the system, Isaac received several text messages and emails from his coworkers about another issue in the data center. Isaac answered the text messages as they came in and finished working on the computer system in the R&D department. The next day Isaac was called into his supervisor’s office. His supervisor told him that he received a complaint that Isaac was on his phone instead of working on the problem with the computer.​What should Isaac have done differently to avoid this complaint?

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| --- | --- | --- |
|   | a.  | Clarified with the client the nature of the problem. |
|   | b.  | Avoided distractions. |
|   | c.  | Made sure he was culturally sensitive. |
|   | d.  | Provided proper documentation. |

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| *ANSWER:* | b |
| *FEEDBACK:* |

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|   | a.  | Incorrect. The issue was not one of communicating with the client. The issue was that Isaac appeared to be distracted by his smartphone. |
|   | b.  | Correct. Whenever possible, Isaac should avoid being distracted by text and email messages when working with a client. If a text or email is important enough that he needs to address it, he should excuse himself before dealing with it and then return and focus on the client’s problem. |
|   | c.  | Incorrect. This was not an issue related to cultural sensitivity. The problem was that Isaac was distracted by text messages and emails from his coworkers about another issue while working with his client. |
|   | d.  | Incorrect. The issue was not related to documentation. The problem was that Isaac was distracted by text messages and emails from his coworkers about another issue while working with his client. If a text or email is important enough that he needs to address it, Isaac should excuse himself before dealing with it and then return and focus on the client’s problem. |

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| *POINTS:* | 1 |
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| 17. Patrick is working on a computer that is having wireless network connection issues. Patrick decides that he needs to take the laptop with him to repair it and then return it to the user. While Patrick is replacing the wireless network card, he receives a phone call from the user. The user wants to know where the laptop is because he is leaving on a business trip that day and needs the computer.​What should Patrick have done to avoid this situation?

|  |  |  |
| --- | --- | --- |
|   | a.  | Provided proper documentation on the service provided. |
|   | b.  | Actively listened to the user. |
|   | c.  | Offered the user different repair options. |
|   | d.  | Not been distracted by text messages while working on the computer. |

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| *ANSWER:* | c |
| *FEEDBACK:* |

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| --- | --- | --- |
|   | a.  | Incorrect. The final step in the process is to provide proper documentation to the user or in the help desk ticket system. Patrick should have talked with the user about different repair options and the timeframe before taking the laptop with him. |
|   | b.  | Incorrect. Unless the user told Isaac when he was leaving, and Isaac ignored him, being an active listener would not have helped this situation. |
|   | c.  | Correct. Patrick should have offered the user repair options instead of taking the laptop. Had Patrick asked if it was okay to take the laptop with him for repair, he probably would have been told about the business trip. |
|   | d.  | Incorrect. Being distracted was not the issue. Not talking to the user about repair options was the issue. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 18. What type of software is used to control a computer?

|  |  |  |
| --- | --- | --- |
|   | a.  | Application |
|   | b.  | Operating system |
|   | c.  | Utility |
|   | d.  | Interface |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *FEEDBACK:* |

|  |  |  |
| --- | --- | --- |
|   | a.  | Incorrect. An application is a program designed to perform a specific task. |
|   | b.  | Correct. The operating system manages hardware, runs applications, provides an interface for users, stores, retrieves, and manipulates files to control the computer |
|   | c.  | Incorrect. A utility program is used to maintain a system or fix a computer problem. |
|   | d.  | Incorrect. An interface is the connection between users and the applications and hardware devices. An interface is a part of software. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 19. What is another name for several small utility programs that are found in the Control Panel?

|  |  |  |
| --- | --- | --- |
|   | a.  | Downloads |
|   | b.  | System processes |
|   | c.  | Extensions |
|   | d.  | Applets |

|  |  |
| --- | --- |
| *ANSWER:* | d |
| *FEEDBACK:* |

|  |  |  |
| --- | --- | --- |
|   | a.  | Incorrect. Downloads are the files and folders that are downloaded to the computer. You can find downloads using File Explorer. |
|   | b.  | Incorrect. System processes are the small programs that occur when running applications, performing tasks, or using hardware. |
|   | c.  | Incorrect. Extensions are the group of characters after a period in a filename that indicate how the file is organized or formatted, the type of content in the file, and what program uses the file. |
|   | d.  | Correct. The Control Panel contains several small utility programs called applets that are used to manage hardware, software, users, and the system. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 20. What term describes one or more characters following the last period in a filename, such as .exe, .txt, or .avi?

|  |  |  |
| --- | --- | --- |
|   | a.  | File name |
|   | b.  | File extension |
|   | c.  | File version |
|   | d.  | File path |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *FEEDBACK:* |

|  |  |  |
| --- | --- | --- |
|   | a.  | Incorrect. File name is the group of characters before the period. |
|   | b.  | Correct. Extensions are the group of characters after a period in a filename that indicate how the file is organized or formatted, the type of content in the file, and what program uses the file. |
|   | c.  | Incorrect. The file version is not displayed in the filename. |
|   | d.  | Incorrect. File path is the location of the file, including the drive and directories. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| 21. What is the maximum amount of memory supported by a 32-bit Windows operating system?

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|   | a.  | 1GB |
|   | b.  | 4GB |
|   | c.  | 16GB |
|   | d.  | 32GB |

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| --- | --- |
| *ANSWER:* | b |
| *FEEDBACK:* |

|  |  |  |
| --- | --- | --- |
|   | a.  | Incorrect. A 32-bit Windows operating system can support more than 1GB of memory. |
|   | b.  | Correct. A 32-bit Windows operating system can support a maximum of 4GB of memory. |
|   | c.  | Incorrect. A 32-bit Windows operating system cannot support 16GB of memory. |
|   | d.  | Incorrect. A 32-bit Windows operating system cannot support 32GB of memory. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Choice |
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| **Multiple Response** |

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| 22. Jerry is working at the desk of a client in the marketing department of his company. The client thinks that the problem is the video card, because he has a computer at home with the same problem. The client explains to Jerry that when he fixed the problem, he had to reseat the video card. What should Jerry do when dealing with the client? (Select all that apply.)

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|   | a.  | Compliment the client on his knowledge. |
|   | b.  | Use computer jargon when talking with the client. |
|   | c.  | Explain that you are certified and don’t need his help. |
|   | d.  | Ask the client to backtrack to see what things he tried in order to fix the computer. |
|   | e.  | Check the simple things first to make sure you do not miss anything. |

|  |  |
| --- | --- |
| *ANSWER:* | a, d, e |
| *FEEDBACK:* |

|  |  |  |
| --- | --- | --- |
|   | a.  | Correct. Jerry should complement clients on their knowledge when possible. |
|   | b.  | Incorrect. Jerry should avoid using technical jargon with the client. Use of jargon might intimidate the client, and he might not want to answer clarifying questions later in the process. |
|   | c.  | Incorrect. The client is trying to help; use tact when talking to him. Thank him for his insight and compliment him on his knowledge. |
|   | d.  | Correct. Find out what he did on his computer at home—and don’t blame him for breaking the computer. |
|   | e.  | Correct. Even with the client’s idea, Jerry should check the simplest things first to make sure they are not overlooked. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Response |
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| 23. Sara receives a call from a customer who just purchased her first computer with Windows 10 installed. She is having some issues using the new computer and needs help setting up a printer.  What should Sara do when working with the inexperienced customer? (Select all that apply.)

|  |  |  |
| --- | --- | --- |
|   | a.  | Keep a positive attitude. |
|   | b.  | Frequently ask the customer what she sees on the screen. |
|   | c.  | Use technical jargon to teach the customer how to understand technicians. |
|   | d.  | Avoid asking the customer to take steps that might destroy files or settings. |
|   | e.  | Explain that because of her inexperience, the customer should not try to install the printer. |

|  |  |
| --- | --- |
| *ANSWER:* | a, b, d |
| *FEEDBACK:* |

|  |  |  |
| --- | --- | --- |
|   | a.  | Correct. Sara should always have a positive attitude. A positive attitude can put Sara’s client at ease. This will help Sara when she asks the client questions. |
|   | b.  | Correct. By frequently asking the customer what is displayed on the screen, Sara can keep track of the customer’s keystrokes and actions on the computer. |
|   | c.  | Incorrect. Technical jargon might confuse an inexperienced customer. Sara should try to avoid using technical jargon with all customers, not just inexperienced customers. |
|   | d.  | Correct. Because an inexperienced customer like Sara’s might select the wrong setting and lose all the data on her computer, Sara should not ask the customer to take an action that might destroy settings or files, without first having the customer back them up. |
|   | e.  | Incorrect. Sara should try to help the customer resolve the problem. If you have the attitude the customer can with you help fix the problem that could give them confidence to do the job. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Response |
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| 24. Lane is very nervous about going to visit the person on his help desk ticket. There are several notes from senior technicians about the client, and most of the notes are about how difficult she is to deal with.​What advice can you give Lane for dealing with this difficult client? (Select all that apply.)

|  |  |  |
| --- | --- | --- |
|   | a.  | Just ignore her and get to work on the computer. |
|   | b.  | Try not to argue with her or be defensive. |
|   | c.  | When talking with her, use clarifying statements to show her you understand the problem. |
|   | d.  | Don’t dismiss what she says the problem might be. |

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| *ANSWER:* | b, c, d |
| *FEEDBACK:* |

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|   | a.  | Incorrect. Ignoring the client might make her even more difficult to work with. Lane should acknowledge her and try hard to work with her. |
|   | b.  | Correct. Try not to argue with her or be defensive. Instead, Lane should do his best to work with the client in accomplishing the goal of repairing the computer. |
|   | c.  | Correct. Lane needs to make sure he understands the problem. He should ask questions and, if possible, include the client when seeking a solution. |
|   | d.  | Correct. Dismissing the client as someone who can help Lane figure out the problem will make her more difficult to work with. Lane needs to ask her questions and work with her to resolve the issue with the computer. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | Multiple Response |
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| **True / False** |

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| 25. John is trying to find everything on his computer associated with a new application that he downloaded. Is it true or false that when using the search box in Windows 10, you can search for an app or a file or search for its name on the web?

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *FEEDBACK:* |

|  |  |
| --- | --- |
| *Correct* | Correct. The search box in Windows 10 will search for apps, files, and the web. |
| *Incorrect* | Incorrect. |

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| *POINTS:* | 1 |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
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