



Computer Engineering I: X103.02 Benchmark Exam # 1

Read each of the following multiple-choice items and the possible answers carefully. Mark the letter of the correct answer on your answer sheet or as instructed by your teacher.

REMEMBER: MAKE NO MARKS ON THIS TEST

- 1 Which is NOT a part of the science of troubleshooting?
 - A basic interpersonal skills
 - B haphazard planning
 - C proper documentation
 - D appropriate tools

- 2 Which can hinder effective listening skills?
 - A rehearsed responses
 - B maintaining steady eye contact
 - C visualizing a phone customer
 - D empathizing with the customer

- 3 Which questioning technique is best suited for problem clarification?
 - A analytical
 - B repetitive
 - C open-ended
 - D closed-ended

- 4 Which demonstrates effective listening skills?
 - A maintaining eye contact, positive body language and note taking
 - B interruptions, nodding and agreeing
 - C good eye contact, humming and following distractions
 - D pacing back-and-forth, looking at the floor and nodding

- 5 What is signified by phrases like “I understand,” or “yes, I see” when providing telephone support?
 - A you are NOT attentive
 - B you are maintaining self-control
 - C you don’t understand the customer
 - D you are exercising verbal confirmation

- 6 Which is a PC technician’s best source of troubleshooting information?
 - A www.microsoft.com
 - B hands-on learning via trainer PC’s
 - C Internet access
 - D a college-level computer class

Computer Engineering I: X103.02 Benchmark Exam # 1

- 7 Which is the first rule of troubleshooting?
- A determine if equipment or the operator is causing the problem
 - B determine the repair cost
 - C determine the time required for repairs
 - D determine availability of replacement components
- 8 Which is NOT a good troubleshooting technique?
- A determining if the problem is hardware or software related
 - B determining if correct drivers are being used
 - C determining if external indicators are lighting up
 - D determining if the control panel is active
- 9 Which is NOT a good troubleshooting step?
- A running diagnostic programs
 - B removing the case and re-seating the boards
 - C determining if all devices are plugged in, turned on and that AC current is available
 - D ignoring customer comments about the machine
- 10 Which feature should NOT be included in a good hardware diagnostic software program?
- A ability to test operating systems
 - B flexible testing modes and procedures
 - C ability to select specific tests
 - D ability to run unattended
- 11 Which should NOT be included in a good hardware diagnostic software program?
- A test loops for scheduled testing periods
 - B test applications
 - C duration cycles to check for overheating problems
 - D ability to set testing order
- 12 Which customer expectation may be more important than the actual PC repair?
- A how they were treated
 - B number of phone calls returned
 - C technician's work pace
 - D excessive hourly charges
- 13 Which three core competencies are a key to successful computer support and service?
- A local owners, local employees, and smart dressers
 - B technical knowledge, troubleshooting skills and communication skills
 - C location, size of office, and age of employees
 - D location, location, and location

Computer Engineering I: X103.02 Benchmark Exam # 1

- 14 Which customer service type is NOT normally available in most organizations?
- A telephone help desk
 - B field service support
 - C depot service
 - D mail order service
- 15 Which customer service organization provides the quickest service?
- A telephone help-desk
 - B field service representative
 - C depot service
 - D mail order service
- 16 Which customer service organization usually requires the most travel, yet results in the broadest knowledge base?
- A telephone help-desk
 - B field service representative
 - C depot service
 - D mail order service
- 17 Which customer service organization allows a customer to personally deliver and pick up their PC?
- A telephone help-desk
 - B field service representative
 - C depot service
 - D mail order service
- 18 Which is LEAST useful to a PC technician?
- A a list of the top ten common problems and resolutions
 - B a list of the top ten best selling computers
 - C a list of vendor contact information and numbers
 - D a list of escalation procedures and flow-charts for various problems
- 19 Which is not an effective troubleshooting procedure?
- A rehearsed responses
 - B defining the problem
 - C isolating the problem
 - D resolving the problem
- 20 When a customer has a PC problem, which information is NOT necessary?
- A when the problem first occurred
 - B how often the problem occurs
 - C whether or not the problem resolves itself when re-booted
 - D purchase price of the computer

Computer Engineering I: X103.02 Benchmark Exam # 1

- 21 Which would NOT be included in a “quick fix” list of things to check for PC troubleshooting?
- A connectors
 - B power switches
 - C date of purchase
 - D system resources
- 22 Which is NOT an interpersonal skill?
- A listening
 - B questioning
 - C handling difficult situations
 - D PC repair skills
- 23 Which must you do before drawing conclusions regarding your customer’s situation?
- A interrupt their explanation
 - B read the latest technical magazine
 - C maintain eye contact
 - D allow them to fully describe the situation
- 24 When working with customers who do not have a strong technical base, which is the BEST strategy?
- A ask to speak with their supervisor
 - B expect them to keep up with you
 - C speak clearly and explain any technical terminology used
 - D provide a beginner’s guide to PC’s

Computer Engineering I: X103.02 Benchmark Exam # 1
Answer Section**MULTIPLE CHOICE**

1	ANS: B	REF: X103.02.01	OBJ: X103.02 Dem. troubleshooting with customers
2	ANS: A	REF: X103.02.02	OBJ: X103.02 Dem. troubleshooting with customers
3	ANS: C	REF: X103.02.03	OBJ: X103.02 Dem. troubleshooting with customers
4	ANS: A	REF: X103.02.04	OBJ: X103.02 Dem. troubleshooting with customers
5	ANS: D	REF: X103.02.05	OBJ: X103.02 Dem. troubleshooting with customers
6	ANS: C	REF: X103.02.06	OBJ: X103.02 Dem. troubleshooting with customers
7	ANS: A	REF: X103.02.07	OBJ: X103.02 Dem. troubleshooting with customers
8	ANS: D	REF: X103.02.08	OBJ: X103.02 Dem. troubleshooting with customers
9	ANS: D	REF: X103.02.09	OBJ: X103.02 Dem. troubleshooting with customers
10	ANS: A	REF: X103.02.10	OBJ: X103.02 Dem. troubleshooting with customers
11	ANS: B	REF: X103.02.11	OBJ: X103.02 Dem. troubleshooting with customers
12	ANS: A	REF: X103.02.12	OBJ: X103.02 Dem. troubleshooting with customers
13	ANS: B	REF: X103.02.13	OBJ: X103.02 Dem. troubleshooting with customers
14	ANS: D	REF: X103.02.14	OBJ: X103.02 Dem. troubleshooting with customers
15	ANS: A	REF: X103.02.15	OBJ: X103.02 Dem. troubleshooting with customers
16	ANS: B	REF: X103.02.16	OBJ: X103.02 Dem. troubleshooting with customers
17	ANS: C	REF: X103.02.17	OBJ: X103.02 Dem. troubleshooting with customers
18	ANS: B	REF: X103.02.18	OBJ: X103.02 Dem. troubleshooting with customers
19	ANS: A	REF: X103.02.19	OBJ: X103.02 Dem. troubleshooting with customers
20	ANS: D	REF: X103.02.20	OBJ: X103.02 Dem. troubleshooting with customers
21	ANS: C	REF: X103.02.21	OBJ: X103.02 Dem. troubleshooting with customers
22	ANS: D	REF: X103.02.22	OBJ: X103.02 Dem. troubleshooting with customers
23	ANS: D	REF: X103.02.23	OBJ: X103.02 Dem. troubleshooting with customers
24	ANS: C	REF: X103.02.24	OBJ: X103.02 Dem. troubleshooting with customers