

IT Helpdesk Attendant

Sample Questions

IT Helpdesk Attendant (Theory)

Q1. A client calls you and tells you that his printer is not working. You remember that the solution to this problem is described under the Frequently Asked Questions (FAQs) section of the company's website. What will be your next step?

- a) I will tell the client to check the company's website and get the solution there as it would be easier for him.
- b) I will tell the client to hold so that I can discuss with my colleague whether to explain to him on the call or not.
- c) I will tell the details to the client as per the steps given in the FAQs section and help him out on the call itself.
- d) I will transfer the call to my supervisor as I am not trained to handle such situations.

Q2. You receive an email from a client but you cannot understand the entire problem of the client by just reading through that email. What will you do to understand the client's problem?

- a) Keep replying to the client with your doubts over email till you understand the problem completely.
- b) Ask the client to call you so that you can understand his/her problem clearly.
- c) Ask your colleague to attend the case to see if he understands the email.
- d) Call the client to understand the issue and then provide a solution.

Q3. A client calls you and says that he has accidentally deleted some files and now wants those files back. Which of the following would be the first question that you will ask him?

- a) "Have you restarted your system?"
- b) "Did you press 'Shift+delete keys' for deleting your files?"
- c) "Did you press 'Alt+delete keys' for deleting your files?"
- d) "Have you connected any peripheral device with the system?"

Q4. As an IT Helpdesk coordinator, which of the following will you check on priority every day after logging in to your system?

- a) New Tech Updates
- b) Follow up mails from customers
- c) Service requests assigned
- d) emails

Q5. A customer calls and says, "I am using Windows XP Operating System (OS) and when I start my computer, it shows only a black screen". How will you take this call forward?

- a) I will ask the customer to reinstall Windows.
- b) I will ask the customer to restart his computer.
- c) I will probe if he sees an Option on the screen to press F2 to continue.
- d) I will diagnose/check whether the hard disk needs to be replaced.

Q6. You are working at an IT helpdesk office with a company. An executive logs a ticket and says "I am not able to open the home website on my system. I think the internet connection is down". What will you do first?

- a) Follow steps to connect the system to the internet .
- b) Notify the Internet Service Provider (ISP) immediately and seek their help.
- c) Check if there are other websites opening on the system.
- d) Internally, check the settings for the home website.

Health and Safety

Q7. What should you do if your colleague suddenly faints and is not breathing?

- a) You should check his pulse and blow air into his mouth
- b) You should make him lie down and place a wet cloth on his forehead
- c) You should tightly hold his shoulder and shake him
- d) You should gently stroke his chest in downward direction

Q8. While working, your system suddenly shuts down. You notice some spark near the wiring of the system. What should you do?

- a) You should inform your colleague and take his help to correct the wiring
- b) You should inform the maintenance department and request them to resolve the issue
- c) You should try to check the wiring and correct it on your own
- d) You should request your colleague to share his system with you and work turn by turn

Work Management

Q9. A person takes 10 minutes to install software in one computer. In how many computers will he be able to install the software in one hour?

- a) 5
- b) 6
- c) 10
- d) 20

Q10. You work in department A of a company. You receive a service request from a customer which has to be handled by department B as per the company guidelines. What should you do in this case?

- a) You should ask the customer not to send such requests to department A
- b) You should forward the service request to your manager
- c) You should handle the request and meet the customer's requirement
- d) You should inform the head of department B and ask him as to why your department is getting such requests

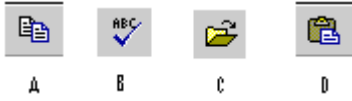
Basic Computer Literacy

Q11. What does "F" mean on the F1, F2, F3, F4, etc. keyboard keys?

- a) Find
- b) File

- c) Format
- d) Function

Q12. You have completed the worksheet and want to make certain that you have not made spelling or grammar errors. Which button will you select?



- a) A
- b) B
- c) C
- d) D