Level 2 Customer support provision 2 (7266/7267-402)

e-Quals
Assignment guide for Candidates
Assignment A

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Level 2 Customer support provision 2 (7266/7267-402) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Customer support provision 2 (7266-402).

Health and safety

You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance

The recommended time allowance for this assignment is **3 hours**.

Level 2 Customer support provision 2 (7266/7267-402)
Candidate instructions

Time allowance: 3 hours

Assignment set up:

This assignment is made up of **three** tasks

- Task A – Collect information to provide support in response to customer requirements and log support calls.
- Task B – Complete an audit of one ICT systems.
- Task C – Recommend and install an automated procedure at user and system level.

Scenario

You are employed to provide first level customer support. Part of your job is to provide information to customers. You will need to prepare a list of sources of information that you can use when providing support.

You are expected to log incoming support calls.

Because the type of support you provide will be dependent on the specification of the ICT system in use, you will need to audit an ICT system.

One of your customers would like to make more efficient use of their ICT system and has asked for your help.

You should carry out the tasks as instructed. Log sheets should be completed and screen prints produced as indicated in the tasks. Questions should be answered in the spaces provided on the Information Resource Table or on the answer sheet as appropriate.
Hand in your written answers on the answer sheet provided.

Task A – Collect information to provide support in response to customer requirements and log support calls

1 Write a short paragraph on the answer sheet describing the importance of responding to customer requests in a prompt and professional manner. Include **one** reason for providing a prompt response and **one** reason for providing a professional response.

2 Complete the first column of the Information Resource Table to show, for each of the categories stated, a comprehensive range of sources of information that can be used for responding to customer requests.

3 Your assessor will provide you with questions on each category. Use the Information Resource Table to help you to provide answers to the customer support requests set by your assessor. Record on the table the questions, your answers and the actual reference source used.

4 Using the Customer Support Calls Sheet, log all the calls on the Call Logging Sheet provided.

5 Answer the following questions on the answer sheet using the information that you have recorded on the Call Logging Sheet.

By what time must the call for Yellow & Co be given a response?

What do you notice about the calls from Black & Co?

When is the response time for the call for White & Co?

What advice should be given to Fraser Wilson?

Task B – Complete an audit of one ICT systems

1 Complete an audit of hardware and software for **one** workstation. You are not expected to dismantle any of the hardware. Use system utilities to obtain the information. Record all hardware and software details on the ICT System Audit Log (Hardware) and the ICT System Audit Log (Software).

All answers must be completed, even if the answer is not applicable (n/a).

Task C – Recommend and install an automated procedure at user and system level

1 Set up a simple macro. Using text provided by your assessor, the function of the macro should be to

- open a new document
- change the text to a suitable font
- insert a business address
- create a function to insert the current date.

Create a button to start the macro and name it using **your name**.

Use the button to test the correct working of the macro.

Set up an automated feature of the word processing application, as directed by your assessor. Take a screen print to show the automated feature

2 On the answer sheet, describe **one** other practical use for a macro in a word processing application.

3 In the e-mail application provided, set up a signature for all out-going mail. The signature should include your name, job title, department and telephone number.

4 Carry out a test to check that the signature is working correctly and take a screen print.

5 Configure the anti-virus program so that it carries out a scan at 12:00 every day and take a screen print.

6 Describe, on the answer sheet, a test that you could apply to ensure that the scan will automatically start at 12:00 every day.

7 Configure the ICT system so that a CD or DVD will not auto run.

8 Look at 'logon script 1'. List what would happen if this script ran when you logged in.

9 Look at 'logon script 2'. What would be different if this script was used when you logged in?

10 Hand all paperwork and removable storage media to your Assessor. Ensure that your name is clearly identified on your work.

11 Sign above your name and hand all paperwork to your Assessor.

End of assignment

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