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

e-Quals
Assignment guide for Candidates
Assignment C

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

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Customer support provision 2 (7266/7267-402).

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 **four** tasks

- Task A – Carry out an audit and find out the customer's IT training needs
- Task B – Record a typical IT support request
- Task C – Use automated procedures to improve the customer's use of IT equipment
- Task D – Identify resources that could help a user with their equipment

Scenario

A printing company is growing rapidly. The ICT equipment in the office has started giving trouble, including an increasing number of system crashes. The office is run by a team of four part-time staff, none of whom can solve problems that cause, or result from, the ICT equipment crashing.

The owner has employed your organisation to help overcome the problems that are occurring and has asked for suggestions about how to improve the use of the ICT equipment.

Task A – Carry out an audit and find out the customer's IT training needs

1 Carry out a hardware and software audit of the ICT system using the forms provided. Give as much detail as you can about each item. Enter N/A if the machine you are auditing does not have something on this list. Enter details of any items extra to those on this list in the rows marked "other".

2 You need to gather information about how customers use existing IT resources. State what type of information each of the methods shown here would provide.

Method	What information can it provide?
Event log	
Questionnaire	
Support logs	

3 You now need to gather information about the training requirements of the users.

List **three** items of information, which must be obtained from users to identify their IT training needs?

Task B – Record a typical IT support request

You have been asked to record details of customers' IT problems.

1 Install an item of IT helpdesk software and use it to record a typical support request.

2 Identify **five** reasons for logging customer requirements for technical support and the outcomes.

3 Explain briefly how the software would help the support staff prioritise support requests.

Task C – Use automated procedures to improve the customer's use of IT equipment

You have been asked to advise a customer on ways of using automated procedures to improve the way their equipment works.

1 Schedule an automatic backup of data to a suitable storage device. Test that this operates correctly. Produce screen-prints.

2 Create a desktop shortcut to an application, folder and file. Test that these operate correctly. Produce screen-prints.

3 Set up an application or utility to load automatically when the computer is switched on. Test that this operates correctly. Produce screen-prints.

4 Create an automated email signature containing the words Great Advice.com and test it to make sure it works. Produce screen-prints.

5 Create a macro that can be run from a button on the toolbar, which will automatically insert a block of text into a document. Test that the macro works correctly. Produce screen-prints.

6 Create a batch file that will enable the user to automate a task by clicking a single icon on the desktop. Test that the batch file operates correctly Produce screen-prints.

Task D – Identify resources that could help a user with their equipment

1 Identify **four** sources of technical information that could help users when they have problems with their equipment. Give an example of what type of help they could offer.

Q1 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.

Q2 List **four** applications that can be used to provide technical support and briefly describe how **each** would be used.

2 Sign above your name and hand all paperwork and removable storage media to your Assessor. Ensure that your name is clearly identified on your work.

End of assignment

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