

Overview

This event provides recognition for FBLA members who demonstrate an understanding of and ability to provide technical assistance to end users. The ability to provide technical assistance to the users of computer hardware and software is essential to the success of any organization and its continued operation.

This event consists of two parts: an objective test and a performance. The top fifteen individuals scoring the highest on the objective test will advance to the final round and participate in the performance role-play component.

This is an individual event.

Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/help-desk-fbla/>

Website Resources

- Help Desk Institute
<http://www.ThinkHDI.com>

HELP DESK SAMPLE QUESTIONS

- 1) The ITIL Service Support model focuses on:
A) ensuring users have access to the tools they need to make the business work
B) continuous improvement of the help desk to ensure top notch service levels
C) communication between multiple parts of the business to resolve an unknown issue
D) encouraging users to use self-support services to resolve their own issues

Competency: Help Desk Operations and Procedures

- 2) A policy is a:
A) document that ensures legal action against an individual
B) principle or protocol to guide decision making
C) set of rules and regulations that govern process improvement
D) software library that prevents certain technical security actions

Competency: Help Desk Operations and Procedures

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- 3) Which is true about a presentation's objective?
- A) The objective should be the last thing covered in the presentation.
 - B) Objectives are typically 3-10 sentences long
 - C) Presentations are preferred over memos to meet your objective.
 - D) Objectives enable you to set and manage your audience's expectations.

Competency: Help Desk Operations and Procedures

- 4) Skills that are unique to the profession that the service desk supports, such as accounting or banking skills are called
- A) industry knowledge
 - B) service knowledge
 - C) field expertise
 - D) subject manner knowledge

Competency: Help Desk Operations and Procedures

- 5) What are measurable objectives for analysts that support the service desk's mission called?
- A) analyst level agreements
 - B) individual performance goals
 - C) service desk analyst performance objectives
 - D) mission statements

Competency: Help Desk Operations and Procedures

- 6) A goal of support service providers that seeks to increase user self-sufficiency and reduce a user's dependence on support service is
- A) self-reliance
 - B) mutual reliance
 - C) group reliance
 - D) solo performance

Competency: Help Desk Operations and Procedures

- 7) A _____ is a communications center that provides a single point of contact (SPOC) between a company and its customers, employees, and business partners.
- A) service desk
 - B) portal
 - C) newsletter
 - D) website

Competency: Help Desk Operations and Procedures

8) Ensuring customer satisfaction is the goal of the

- A) arbitration team
- B) customer support center
- C) customer complaint department
- D) mediation team

Competency: Help Desk Operations and Procedures

9) Which one of the following is a benefit of self-service technical support?

- A) provide users with a 24x7 option for some level of technical support
- B) reduce help desk costs by increasing the number of Tier IV technicians
- C) employ virtual intelligence methods to learn user problems and devise solutions automatically
- D) user problems are easier and quicker to diagnose

Competency: Help Desk Operations and Procedures

10) Help desk support is generally **not** provided by the use of:

- A) social media
- B) e-mail
- C) phone
- D) Web sites

Competency: Communication

11) Which one of the following situations is the best example of a violation of ethical behavior in a support center?

- A) asking customers to provide you with information to solve a problem
- B) making a personal long-distance phone call on a company phone during a break
- C) consistently showing up fifteen minutes late for work but staying fifteen minutes later to make up the time
- D) refusing to undergo mandatory drug testing

Competency: Customer Management

12) Which one of the following statements is **true** about version 3 of the ITIL exam's definition of the difference between good practices and best practices?

- A) Good practices are the only measurable way to meet the demands of an SLA.
- B) Good practices are only acceptable if best practices have failed or are failing.
- C) Best practices are proven activities that have been successful, but have not yet become industry standard.
- D) Best practices are industry-standard methods that have been in use for at least two fiscal years.

Competency: Customer Management

13) A Customer Service Representative is usually required to have all of the following **except**:

- A) basic technology skills
- B) financial management skills
- C) good communication skills
- D) problem solving skills

Competency: Customer Management

14) Many CSR firms adopt Stephen R. Covey's "7 Habits of Highly Effective People." Which one of these is one of his recommendations for being effective?

- A) work well with colleagues
- B) be proactive
- C) stay physically fit
- D) know when to quit a difficult problem

Competency: Customer Management

15) Successful teams most often:

- A) restrict negative feedback to keep everyone in good spirits
- B) have a clear, singular purpose
- C) are comprised of members from every level of an organization
- D) work in a very formal atmosphere

Competency: Customer Management

16) All of the following are characteristics of a positive service attitude **except**:

- A) extending a greeting to customers before introducing yourself
- B) immediately transferring a call if it is clear that someone else needs to take it
- C) presenting a happy and relaxed tone with body language in a deskside help desk
- D) offering alternative options for difficult customer requests

Competency: Customer Management

17) Which one of the following is **not** a good way to exceed customer expectations?

- A) Volunteer to assist others wherever possible.
- B) Improve your performance based on feedback and reviews.
- C) Encourage feedback regarding your performance.
- D) Always promise that something can be done, even if you are unsure.

Competency: Customer Management

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- 18) Which one of the following is **not** a good way to stay informed about industry trends?
- A) networking with friends via social networking and in-person events
 - B) tweeting about current issues at your organization and how they could be used in the industry
 - C) attending various workshops and conferences by professional organizations
 - D) following RSS feeds about various industry topics and read them in your spare time

Competency: Customer Management

- 19) _____ is the skill of successfully handling more than one task at a time.
- A) Multi-tasking
 - B) Overload
 - C) Mass production
 - D) Multiple intelligence

Competency: Customer Management

- 20) Time management does not mean
- A) making a to do list
 - B) understanding your most productive time
 - C) saying no to some obligations
 - D) eliminating social time

Competency: Customer Management

- 21) Many successful multi-tasking leaders count on
- A) to-do lists
 - B) flexible schedules
 - C) delegation of important projects
 - D) positive personality over accomplishment

Competency: Customer Management

- 22) The customer service representative does not
- A) suggest information about other products and services
 - B) attract potential customers by answering product and service questions
 - C) maintain customer account by recording account information
 - D) conduct major publicity campaigns

Competency: Customer Management

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- 23) Confidence will:
- A) prevent complaints.
 - B) put you in control of customers' calls and situations at the help desk.
 - C) allow you to be creative.
 - D) display your technical knowledge.

Competency: Customer Management

- 24) Moral principles that guide your actions are
- A) ethics.
 - B) rules of engagement.
 - C) corporate rule.
 - D) mission statements.

Competency: Customer Management

- 25) The higher level issues are often handled with the use of:
- A) expert personnel related to the specific issue
 - B) group strategy consultation
 - C) diagnostic hardware
 - D) all answers are correct

Competency: Support Center Infrastructure and Procedures

- 26) If you can't handle a problem, it's best to:
- A) tell them you'll call back.
 - B) document the problem.
 - C) transfer the problem to a specialist.
 - D) hang up on the call.

Competency: Support Center Infrastructure and Procedures

- 27) The purpose of incident management is to:
- A) manage customer relations.
 - B) restore normal service.
 - C) manage the SLA.
 - D) log calls.

Competency: Support Center Infrastructure and Procedures

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- 28) The incident management process is responsible for all these **except**:
- A) routing unresolved incidents.
 - B) passing service request to appropriate support groups.
 - C) resolving customer problems.
 - D) categorizing incidents for reporting.

Competency: Support Center Infrastructure and Procedures

- 29) The best reason for documenting resolutions is that it:
- A) defines services provided.
 - B) prevents customers from becoming upset.
 - C) gives you more free time.
 - D) allows you to be proactive in similar situations.

Competency: Professional Career and Leadership Skills

- 30) Help desk metrics are used to record:
- A) fault tolerances of the system.
 - B) events related to a customer's Service Level Agreement.
 - C) overall load on phone system.
 - D) peak capacity of the phone system.

Competency: Professional Career and Leadership Skills

HELP DESK SAMPLE ROLE PLAY

PARTICIPANT INSTRUCTIONS

1. You have 10 minutes to review the case.
2. Presentation time is five minutes. At four minutes, the timekeeper will stand and hold up a colored card indicating one minute is left and at five minutes the timekeeper will stand and hold up a colored card indicating time is up.
3. The presentation is interactive with the judges who will ask questions throughout the presentations. The judges will play the role of the principal seeking help. You will play the role of the technician.
4. You will be given two (2) note cards to use.
5. Cover all the points described in the case and be prepared to answer questions.
6. The presentation is interactive with the judges who will ask questions throughout the presentation.

PERFORMANCE INDICATORS

- Communications skills—the ability to exchange information and ideas with others through writing, speaking, reading, or listening
- Analytical skills—the ability to derive facts from data, findings from facts, conclusions from findings, and recommendations from conclusions