

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

This is an individual event.

### Competencies and Task Lists

[http://www.fbla-pbl.org/docs/ct/FBLA/help\\_desk.pdf](http://www.fbla-pbl.org/docs/ct/FBLA/help_desk.pdf)

### Website Resources

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

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## HELP DESK SAMPLE QUESTIONS

1. A request that is beyond the capabilities of the service desk are:
  - a. terminal service request
  - b. global service request
  - c. intermediary service request
  - d. out-of-scope service request

**Competency:** Help Desk Operations

2. A set of tools and databases used to store, manage, and present information sources is:
  - a. KMS-knowledge management system
  - b. KB-knowledge base
  - c. KAA-knowledge action activator
  - d. KEDB-known errors database

**Competency:** Help Desk Operations

3. What is it called when a user interacts with a database of information by pressing keys on a telephone or speaking simple words into the telephone?
  - a. TPR-teleprompting
  - b. RAC-response administration control
  - c. IVR-interactive voice response
  - d. VQ-voice queuing

**Competency:** Help Desk Operations

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4. Personal computer software product that is developed and distributed commercially is known as:
- proprietary software
  - off-the-shelf software
  - integrated software
  - open source software

**Competency:** Help Desk Operations

5. A technology that transmits voice communications over the Internet rather than telephone lines is:
- digiphone
  - voice over IP
  - Wi-Fi
  - digital communications

**Competency:** Help Desk Operations

6. The diversified demand of a technical support desk lends itself to the following because the demands are too great for a single analyst.
- individuation
  - team setting
  - role playing
  - goal setting

**Competency:** Help Desk Setting

7. This device filters out noise from the service desk that the customer may hear (e.g., phone ringing, people talking nearby).
- audio cancellation monitor
  - audio defibrillator
  - noise-canceling microphone
  - noise-canceling headset

**Competency:** Help Desk Setting

8. A filtering process that helps agents identify problems and quickly respond to requests for information, often without initiating a formal incident is:
- verifying
  - qualifying
  - pre-screening
  - authenticating

**Competency:** Help Desk Setting

9. Which one of the following is **not** an electronic threat to security of computer systems?
- proliferation of malware software
  - lack of encrypted data transmission
  - keypad entry locks permitting unauthorized access
  - operating system software bugs permitting access by unauthorized users

**Competency:** Help Desk Setting

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10. A sequence of tasks that must be completed on time to meet a project's deadline is:
- task assignments
  - project scenario
  - task trafficking
  - critical path

**Competency:** Help Desk Setting

11. A learning method on the higher continuum of retention/performance is called:
- listening
  - observing
  - reading
  - problem solving

**Competency:** Information Component

12. A common ACD feature that sends calls to another agent queue when one queue is long or calls have been in a queue longer than a pre-defined time period is:
- overflow routing
  - call monitoring
  - call distribution
  - lost call reporting

**Competency:** Information Component

13. This refers to hardware or software that appears in ads or press releases but **not** yet available for sale.
- patches
  - versions
  - vaporware
  - shareware

**Competency:** Information Component

14. The continuous operation of a computer or component over a 48-72 hour period to discover obvious operational problems is known as:
- burn-in test
  - conflict identification
  - module analysis
  - proactive diagnostics

**Competency:** Information Component

15. \_\_\_\_ periodically checks a vendor's website for recommended updates to bring software up to current specifications.
- Update diagnosis
  - Software downloads
  - Software monitoring
  - Automatic updates

**Competency:** Information Component

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16. What is the field that studies how to design a workplace that promotes worker health, safety, and productivity?

- a. biometrics
- b. ergonomics
- c. economics
- d. biologics

**Competency:** Help Desk Concepts

17. Which one of the following is **not** a common remote support technology?

- a. remote control system
- b. remote monitoring system
- c. self-healing system
- d. process management system

**Competency:** Help Desk Concepts

18. Tracking and resolving incidents, such as a jammed printer or an illegal operation error message is:

- a. incident management
- b. incident traffic management
- c. incident queuing
- d. incident engineering

**Competency:** Help Desk Concepts

19. What terms refer to an incident that is causing significant business impact?

- a. service request incident
- b. trouble ticket incident
- c. malfunction incident
- d. major incident

**Competency:** Help Desk Concepts

20. Email response management systems:

- a. manage the queuing of incoming telephone calls
- b. manage high-volume chat, email, and web messages
- c. manage feasibility studies
- d. manage needs assessments

**Competency:** Help Desk Concepts

21. When you introduce the customer and the service provider to whom you are transferring the call but you don't stay on the line, it is called:

- a. warm transfer
- b. cold transfer
- c. hot transfer
- d. conference transfer

**Competency:** Help Desk Roles & Responsibilities

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22. A healthy form of stress that keeps you motivated and enables a sense of accomplishment is:

- a. ministries
- b. resistance
- c. environmental stress
- d. eustress

**Competency:** Help Desk Roles & Responsibilities

23. The act of using words to influence your thinking in a positive way is:

- a. self-recrimination
- b. self-monitoring
- c. positive self-talk
- d. self-assessment

**Competency:** Help Desk Roles & Responsibilities

24. What item is **not** a technique for staying in control as a help desk agent?

- a. specify software
- b. diffuse an angry customer
- c. stay calm under pressure
- d. learn to respond, not react

**Competency:** Help Desk Roles & Responsibilities

25. A standard set of text, questions, and behaviors particularly useful when providing technical support is called:

- a. priorities
- b. target resolutions
- c. script
- d. directives

**Competency:** Help Desk Roles & Responsibilities

26. What is it called when a person performs corrective action that repairs, replaces, or modifies the source of a help desk incident/problem?

- a. decision
- b. ticketing
- c. modification
- d. resolution

**Competency:** Help Desk Process and Procedures

27. Verify that corrective action was successful and that all incident and problem details are recorded accurately and completed is called:

- a. incident management
- b. traffic monitoring
- c. problem analysis
- d. closure

**Competency:** Help Desk Process and Procedures

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28. Often prepared in the form of a side-by-side comparison or balance sheet that lists costs on one side and benefits on the other is known as:
- cost benefit analysis
  - survey instrument
  - data collection report
  - prototype report

**Competency:** Help Desk Process and Procedures

29. A process that involves several paths or approaches to problem solving is:
- didactic
  - iterative
  - inductive
  - sequential

**Competency:** Help Desk Process and Procedures

30. What is it called when you try to troubleshoot a help desk problem, analyze one's thought processes, and say "Where did I go wrong solving this problem?"
- hypothesis testing
  - deductive reasoning
  - metacognition
  - creative processing

**Competency:** Help Desk Process and Procedures

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## HELP DESK SAMPLE ROLE PLAY

### PARTICIPANT INSTRUCTIONS

- You have ten minutes to review the case.
- Presentation time is five minutes. At four minutes the timekeeper will hold up a colored card indicating you have one minute left and at five minutes the timekeeper will hold up a card indicating time is up.
- The presentation is interactive with the judges who will ask questions throughout the presentations. One judge will play the role of Genevieve who is a customer. You will play the role of a help desk manager for Powell Consulting, Inc.
- You will be given two note cards to use.
- Cover all the points described in the case and be prepared to answer questions.
- The presentation is interactive with the judges who will ask questions throughout the presentation.