The Art of Technical Support Review Questions

Day 4: Tech Support Teamwork

Answer each question in a few words. Hand in your work after the quiz at the start of Day 5.

- 1. Suppose you have to help users from inside and outside your company. Why do you think it would matter to you to know that Alpha Baker reports to your boss; Charlie Delta works in a different division of the corporation; and Echo Foxtrot works at a local client site?
- 2. Why do you have to know about the organizational structure of your employer?
- 3. Kilo Lima has no choice in using your tech support services because she works in the shipping department, and they have to use the help desk whether they like it or not. Is she a "discretionary" user or a "captive" user?
- 4. Why did your instructor claim that captive users need at least as much care and courtesy as discretionary users?
- 5. Explain how you would respond differently to two clients with the same problem (e.g., a broken printer needs a new serial port) if Guru Hotel's prime concern is response time whereas Poppa Queen is chiefly concerned with keeping costs down.
- 6. Explain what kinds of training and benefits you can obtain from the following sources:
 - 1. Vendors
 - 2. Product seminars
 - 3. Trade shows
 - 4. User groups
 - 5. Trade associations
 - 6. Community college
 - 7. University

- 7. What is useful about providing technical training in-house?
- 8. State the redundancy rule.
- 9. Explain each of the points provided in the course to justify the redundancy rule.
- 10. When responsibilities have been assigned, how can you and your colleagues use a checklist to verify that you all agree on those job assignments?
 - 1. Define "primary" and "secondary" responsibility.
 - 2. If a row in the responsibility matrix is empty, what does that mean? What should the group do?
 - 3. If all the entries in a row are secondary assignments, what does that mean? What actions should the group take?
 - 4. Suppose several people assign primary responsibility to other people but no one assigns primary responsibility to themselves. What should you do?
 - 5. If two or more people assign themselves primary responsibility, why is this a problem?
- 11. Why should you "avoid using pronouns" in technical support?
- 12. What are some of the major benefits of using professional call-tracking software in a tech support team?
- 13. Define "escalation" in tech support.