DBCLOUD
EXAMS

QUESTIONS & ANSWERS

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Technology Provider: Cisco

Exam: Cisco Certified Support Technician (CCST) IT Support

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Question #1*Topic 1*

DRAG DROP -
Move all the problem-solving steps to the answer area and place them in the correct order.

Problem-Solving Steps	Steps in Order
Document the changes made to resolve the problem.	1
Observe the results the changes.	2
Identify a probable cause of failure.	3
Gather detailed information.	4
Make necessary changes to implement the plan.	5
If the problem is not resolved, repeat the process.	6
Define the problem.	7
Devise a plan to resolve the problem.	8

Correct Answer:

Problem-Solving Steps	Steps in Order
Document the changes made to resolve the problem.	1 Gather detailed information.
Observe the results the changes.	2 Define the problem.
Identify a probable cause of failure.	3 Identify a probable cause of failure.
Gather detailed information.	4 Devise a plan to resolve the problem.
Make necessary changes to implement the plan.	5 Make necessary changes to implement the plan.
If the problem is not resolved, repeat the process.	6 Observe the results the changes.
Define the problem.	7 If the problem is not resolved, repeat the process.
Devise a plan to resolve the problem.	8 Document the changes made to resolve the problem.

Question #2Topic 1

A user calls help desk to report that they cannot connect to the company's internal WiFi network.

The help desk technician is following the problem-solving process to resolve the user's issue. After defining the problem and gathering detailed information, the technician suspects the most probable cause of the issue is a misconfiguration in the user's network settings.

What should the technician do next?

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A. Implement a plan by changing the user's network settings to match the company standard.

B. Resolve the issue by restarting the wireless access point.

C. Document the problem and solution in the company's IT knowledge base.

D. Consider the probable cause for the failure by checking whether other users are affected.

Correct Answer: D

Question #3Topic 1

You are a help desk technician at Healthy Eats. The company has 1000 employees in multiple locations. An end user calls you via telephone and states the following:

I am Jane Doe with the Accounting Department. I have forgotten my password, and I have a huge deadline approaching. I need you to reset my password as soon as possible so that payroll checks can be issued.

What should you do?

A. Ask Jane Doe for their email address so that you can email them to verify identity.

B. Reset the password because Jane Doe has to process payroll immediately.

C. Call Jane Doe's manager using their company number to verify Jane Doe's needs and identity.

D. Request Jane Doe's call back number so that you can reset the password and call Jane Doe back to verify the reset was successful.

Correct Answer: C

Question #4Topic 1

You resolve a customer's printing issue.

How should you document the incident?

A. Printing issue is resolved. Reinstalled printer drivers and rebooted computer.

B. This customer was using the wrong printer and did not know which printer they should use.

C. Printer is now printing. Issue is resolved and customer is happy.

D. Ticket Complete.

Correct Answer: A

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