Unit 7.1. TECHNICAL SUPPORT

SURNAME NAME

1. Technical support is best defined as:

a) a service that sells technology products
b) a service that helps users solve technology-related problems
c) a service that replaces engineers

2. Which activity is NOT part of technical support?
a) troubleshooting
b) providing guidance
c) manufacturing devices

3. Level 1 technical support mainly:
a) develops new software solutions
b) fixes basic and common problems
c) works with external vendors

4. Problems that cannot be solved at Level 1 are usually:
a) escalated
b) ignored
c) deleted

5. Level 2 technical support is responsible for:
a) answering simple user questions
b) selling software licenses

c) validating problems and running diagnostic tests

6. Software support focuses on:

a) routers and switches
b) antivirus systems
c) applications, bugs, and user interface issues

7. Network support ensures:

a) correct user behavior
b) stable and secure connectivity
c) faster computer design

8. Level 2 technicians often ___ problems before passing them to Level 3.
a) manufacture
b) validate
c) ignore

9. Which level handles software bugs and system failures?

a) Level 1
b) Level 2
c) Level 3

10. Level 3 technicians usually have ___ technical knowledge.
a) limited
b) basic
c) in-depth

11. Level 4 technical support usually involves:

a) junior technicians
b) external specialists or vendors
c) end users

12. Hardware support mainly deals with:

a) applications and programs
b) physical devices and components
c) network security

13. Security support is responsible for:

a) protecting systems from threats
b) installing printers
c) upgrading hardware

14. The term "troubleshooting" means:

a) replacing a system
b) identifying and solving problems
c) training users

15. "Escalate an issue" means to:

a) solve it immediately
b) document the issue in the system
c) pass it to a higher support level

16. Deep system checks are usually performed at:

a) Level 1
b) Level 2
c) Level 3

17. *Escalation* happens when:
a) a problem is solved immediately
b) a problem is sent to a higher level
c) a user reports a new issue

18. *Troubleshooting* includes:
a) selling new devices
b) identifying and solving problems
c) updating user manuals

19. perform
a) functionality
b) solutions
c) repairs

20. Which role often cooperates with product development teams?

a) Level 1 support
b) Level 3 support
c) end users

21. A technician uses diagnostic tests to ___ the cause of a failure.
a) escalate
b) identify
c) replace

22. Level 1 support often follows ready-made ___ to solve common issues.
a) solutions
b) scripts
c) vendors

23. The phrase *"ensure functionality"* means to:
a) create new devices
b) shut down faulty systemsmake
c) sure systems work correctly

24. A *system failure* is best described as:
a) a complete or serious breakdown
b) a minor user mistake
c) a training problem

25. explore
a) problems
b) repairs
c) solutions

26. deep
a) support
b) system checks
c) escalation