

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