KillTest

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問題集

Exam : **100-140**

Title : Cisco Certified Support Technician (CCST) IT Support

Version : DEMO

1.A company wants to reduce its IT support costs without sacrificing service quality.

Which KPI would be most helpful in identifying potential cost-saving areas while maintaining service standards?

A. Average handle time per ticket

B. Total number of tickets received per month

C. Ratio of escalated versus resolved tickets

D. Cost per ticket

Answer: D

Explanation:

The cost per ticket KPI is essential for identifying how much is being spent per issue handled. This KPI helps in pinpointing inefficiencies in the support process and areas where resources may be optimized without compromising service quality.

Option A is incorrect because while average handle time provides efficiency insights, it does not directly relate to cost management.

Option B is incorrect as the total number of tickets does not provide direct insights into cost efficiency or areas for cost reduction.

Option C is incorrect because the escalation ratio focuses more on the quality or complexity of service rather than cost efficiency.

2.Following a merger, an IT department needs to ensure its support services remain robust.

Which KPI should be closely monitored to assess the impact of the merger on help desk performance?

A. Change in the number of support tickets after the merger

B. Employee turnover rate in the IT department

C. Average resolution time for support tickets

D. Percentage of IT budget spent on help desk operations

Answer: C

Explanation:

Monitoring the average resolution time for support tickets after a merger is crucial as it provides direct insights into whether the merger has affected the help desk's ability to resolve issues efficiently. An increase in resolution time might indicate integration issues or increased complexity in IT support demands.

Option A is incorrect because a mere change in the number of tickets does not directly indicate performance quality; it could merely reflect increased demand or broader service scope.

Option B is incorrect as employee turnover gives insights into staff satisfaction and stability but not direct help desk performance.

Option D is incorrect because the percentage of the IT budget spent on help desk operations reflects financial management rather than operational effectiveness.

3.What must be enabled on a Windows computer to allow mapping of an SMB network drive?

A. Internet Information Services (IIS)

B. Remote Desktop Protocol (RDP)

C. File and Printer Sharing

D. Hyper-V

Answer: C

Explanation:

File and Printer Sharing must be enabled on a Windows computer to allow other devices on the network to access files and printers and to permit the mapping of drives over the network.

Option A is incorrect because Internet Information Services (IIS) is used for hosting web services, not for SMB network drive mapping.

Option B is incorrect as Remote Desktop Protocol (RDP) is used for remote desktop connections, not for mapping network drives.

Option D is incorrect because Hyper-V is a virtualization technology and does not directly relate to network drive mapping.

4.Which protocol is primarily used when a user attempts to map a drive to access files stored on a cloud service like Box?

A. SMB

B. FTP

C. WebDAV

D. SNMP

Answer: C

Explanation:

WebDAV WebDAV (Web Distributed Authoring and Versioning) is the protocol commonly used to map network drives that access files stored on cloud services like Box, enabling users to manage and edit files remotely.

Option A is incorrect because SMB is typically used for local network file sharing, not for cloud services.

Option B is incorrect as FTP (File Transfer Protocol) is generally used for transferring files directly and is less common for drive mapping.

Option D is incorrect because SNMP (Simple Network Management Protocol) is used for managing network and devices on IP networks, not for mapping drives to cloud services.

5.What is the primary purpose of the gpupdate command in a Windows environment?

A. To update the system's time with the network time protocol

B. To reinstall the operating system

C. To refresh Group Policy settings immediately

D. To check the disk space on all connected drives

Answer: C

Explanation:

To refresh Group Policy settings immediately Gpupdate is a command-line tool used to force a Group Policy update immediately, ensuring that any changes made in Group Policy are applied quickly without waiting for the next periodic update.

Option A is incorrect because updating the system's time with the network time protocol is handled by the w32tm or similar commands.

Option B is incorrect as reinstalling the operating system is not a function of gpupdate.

Option D is incorrect because checking the disk space is typically done with the diskpart or chkdsk commands.