

- MODULE 2. A SURVEY
- MODULE 3. OPERATING S...
- Operating systems
- Operating systems. Introduc...
- Operating systems. Fill in th...
- True/False previous text
- Operating systems. GUI
- Text. important words
- GUI Comparison
- Reading Linus Torvalds
- Linus Torvalds reading com...
- Linus Trovalds reading true ...
- Linus Torvalds reading - syn...
- Linus Torvalds reading - opp...

## International Help Desk - Case #806

ic10\_mp11\_uf01 ► REPTE 1.3. LISTENING: International Help Desk - Case #806 ► International Help Desk - Case #806

Estat	Acabat
Començat el	dijous, 9 d'abril 2026, 09:29
Completat el	dijous, 9 d'abril 2026, 09:29
Durada	20 segons
Notes	5,00/5,00
Qualificació	10,00 sobre 10,00 (100%)

Pregunta 1  
Correcte  
Puntuació 1,00 sobre 1,00  
Marca la pregunta

In the context of IT support, what does the NATO Phonetic Alphabet help to prevent?

- a. Software bugs in the operating system.
- b. Unauthorized access to the server.
- c. Misunderstandings when spelling technical data over the phone. ✓
- d. Slow internet connection speeds.

La resposta correcta és: Misunderstandings when spelling technical data over the phone.

Pregunta 2  
Correcte  
Puntuació 1,00 sobre 1,00  
Marca la pregunta

In the listening exercise, why was Error 806 occurring?

- a. The laptop battery was too low to connect.
- b. The public Wi-Fi firewall was blocking the GRE protocol. ✓
- c. The user entered the wrong password five times.
- d. The server in Munich was physically on fire.

La resposta correcta és: The public Wi-Fi firewall was blocking the GRE protocol.

Pregunta 3  
Correcte  
Puntuació 1,00 sobre 1,00  
Marca la pregunta

What is the primary function of a VPN in an international company?

- a. To create a secure, encrypted tunnel to the private office network. ✓
- b. To increase the physical hardware speed of the laptop.
- c. To download movies faster from public Wi-Fi.
- d. To block all incoming emails from outside the country.

La resposta correcta és: To create a secure, encrypted tunnel to the private office network.

Pregunta 4  
Correcte  
Puntuació 1,00 sobre 1,00  
Marca la pregunta

What should an agent do when providing a long IP address (like 192.168.105.44) over the phone?

- a. Group the numbers and use the word dot between segments. ✓
- b. Say the whole number as fast as possible.
- c. Translate the numbers into another language.
- d. Skip the dots to save time.

La resposta correcta és: Group the numbers and use the word dot between segments.

Pregunta 5  
Correcte  
Puntuació 1,00 sobre 1,00  
Marca la pregunta

Which phrase is an example of Active Listening and empathy used by the agent?

- a. Error 806 is your fault for being at the airport.
- b. Just restart your computer and call back later.
- c. I understand the urgency, we will look into it. ✓
- d. Please hold while I drink some coffee.

La resposta correcta és: I understand the urgency, we will look into it.

Navegació pel qüestionari

1 2 3 4 5

Mostra només una pàgina cada vegada

Acaba la revisió

Acaba la revisió