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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Job Roles: This section evaluates an IT Support Technician's ability to use remote access tools (such as Remote Desktop, Cisco Webex, and TeamViewer) to assist users and perform support activities. It also includes utilizing troubleshooting tools and resources, such as AI research, search engines, technical forums, and knowledge bases, while being aware of ethical, privacy, and security considerations related to AI and other technologies.

Topic 2	<ul style="list-style-type: none"> • Hardware Uses: This domain targets a Desktop Support Technician and focuses on following basic safety procedures related to electrical shock, ESD, and fire hazards. It involves assisting users in locating information about devices including hardware specs and network details using Windows and macOS tools. It covers identifying and understanding various ports and cables, installing and upgrading desktop components like RAM and storage, and troubleshooting common hardware issues while managing driver and firmware updates.
Topic 3	<ul style="list-style-type: none"> • Connectivity and Resource Access Issues: This section measures skills of a Network Support Technician and involves assisting users to establish access to network resources, understanding directory services like Active Directory and cloud access management platforms, and managing multifactor authentication. It also includes troubleshooting connectivity problems with peripherals such as printers, scanners, and teleconferencing devices, as well as verifying basic network settings and diagnosing connectivity using various network commands and tools.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q563-Q568):

NEW QUESTION # 563

A user reports that their device connected via a serial port is not being recognized by the operating system. What troubleshooting step should the IT support technician suggest first?

- A. Increase the screen resolution on the computer
- B. Update the computer's graphics card drivers
- C. Swap the serial cable with an HDMI cable
- **D. Check the serial cable for physical damage**

Answer: D

Explanation:

Correct Answer: A. Check the serial cable for physical damage Checking the serial cable for physical damage is a crucial first step in troubleshooting connectivity issues with serial ports.

Damaged cables can lead to poor connections and communication failures, which might be why the device is not recognized.

Option B is incorrect because screen resolution has no impact on the detection of serial port devices.

Option C is incorrect because HDMI cables cannot be used in place of serial cables; they serve entirely different purposes.

Option D is incorrect because graphics card drivers are unrelated to serial port functionality and would not affect the recognition of a serially connected device.

NEW QUESTION # 564

A user reports that their laptop is not charging despite being plugged in. The IT support technician suspects an issue with the power adapter.

What characteristic of the laptop's power adapter should the technician check first to ensure it is compatible with the laptop?

- **A. Voltage and amperage output**
- B. Adapter color and shape
- C. Brand of the power adapter
- D. Length of the power cable

Answer: A

Explanation:

Correct Answer: A. Voltage and amperage output The voltage and amperage output of the power adapter are critical for ensuring compatibility with the laptop. If the voltage is too high or too low, or if the adapter does not supply adequate current, the laptop may not charge properly. This should be the first characteristic checked when troubleshooting charging issues.

Option B is incorrect because the color and shape of the adapter do not impact its functionality or compatibility with the laptop.

Option C is incorrect because while the length of the cable might affect convenience, it does not impact the adapter's ability to charge the laptop.

Option D is incorrect because although using an adapter from the same brand as the laptop can be a good practice, the actual voltage and amperage outputs are what determine compatibility.

NEW QUESTION # 565

An IT support department is evaluating their ticketing system to enhance their service delivery. Which feature of a ticketing system is most critical for improving the efficiency of resolving customer issues?

- A. Integration with social media platforms
- **B. Automatic ticket routing based on issue type**
- C. The ability to post public replies to frequently asked questions
- D. Customizable color themes for the user interface

Answer: B

Explanation:

Automatic ticket routing ensures that tickets are immediately directed to the appropriate technician or department based on the issue type. This not only speeds up the resolution process but also improves accuracy in issue handling by involving the most qualified personnel right from the start.

Option A is incorrect because while FAQs can reduce ticket volume, they do not directly enhance the efficiency of issue resolution.

Option C is incorrect as customizable UI themes improve user experience but do not impact the efficiency of resolving issues.

Option D is incorrect because social media integration mainly affects how tickets are received and does not impact the resolution process directly.

NEW QUESTION # 566

A user reports that their Webex Desk Pro screen intermittently freezes during use. What is the most appropriate first action to troubleshoot this problem?

- A. Replace the Webex Desk Pro screen with a newer model
- B. Increase the screen resolution and refresh rate settings
- C. Adjust the room lighting where the Webex Desk Pro is located
- **D. Monitor the device's CPU and memory usage during calls**

Answer: D

Explanation:

Correct Answer. B. Monitor the device's CPU and memory usage during calls Intermittent freezing can be caused by system resource limitations. Monitoring CPU and memory usage can help determine if the device is being overloaded, which is a common cause of performance issues.

Option A is incorrect. Increasing resolution and refresh rate could potentially worsen performance issues if the device is already under strain.

Option C is incorrect. Replacing the unit is premature without first diagnosing the cause of the freezing.

Option D is incorrect. Room lighting affects visibility but not the performance of teleconferencing hardware.

NEW QUESTION # 567

A user reports that the text on their monitor is too small, making it hard to read. What should the technician instruct the user to adjust in the Windows display settings to improve readability without changing the screen resolution?

- **A. Adjust the display scaling to a higher percentage**
- B. Change the color profile of the display
- C. Decrease the refresh rate of the monitor
- D. Modify the screen resolution to a lower setting

Answer: A

Explanation:

Correct Answer. B. Adjust the display scaling to a higher percentage Increasing the display scaling in Windows enhances the size of text, icons, and other items without altering the screen resolution, which can help improve readability for the user.

Option A is incorrect. Changing the resolution might make items larger but can also reduce the sharpness and clarity of the display.

Option C is incorrect. Altering the color profile affects colors but does not impact the size of text and icons.

Option D is incorrect. The refresh rate impacts the smoothness of motion on the screen and does not influence the size of display elements.

