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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">IT Support Job Tasks and Responsibilities: This section of the exam measures skills of an IT Support Specialist and covers foundational help desk concepts such as queue and time management, ticketing systems, service level agreements (SLA), and key performance indicators (KPIs). It includes preparing clear and comprehensive documentation summarizing customer interactions and describes the problem-solving process involving defining issues, collecting information, analyzing causes, implementing solutions, and recording results.
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">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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q564-Q569):

NEW QUESTION # 564

What should a technician be aware of when relying on AI to diagnose software issues?

- A. AI can analyze and suggest solutions based on large data sets but may not understand context**
- B. AI eliminates the need for manual review of its suggested solutions
- C. AI can replace traditional diagnostic tools entirely
- D. AI consistently outperforms human technicians in complex problem-solving scenarios

Answer: A

Explanation:

Correct Answer. B. AI can analyze and suggest solutions based on large data sets but may not understand context. While AI is powerful in handling large volumes of data to identify patterns and propose solutions, it may lack the ability to understand the specific context or nuances of a problem like a human technician would.

Option A is incorrect because AI should complement, not replace, traditional diagnostic tools.

Option C is incorrect as AI, while helpful, may not always outperform human insight in complex or novel problem-solving situations.

Option D is incorrect because manual review is essential to validate AI-generated solutions, ensuring they are applicable and correctly interpreted.

NEW QUESTION # 565

A system administrator is configuring a network that requires both high-speed data transmission and resistance to environmental interference in a manufacturing facility. What feature of STP cables should the administrator verify to ensure optimal performance?

- A. Connector type
- B. Fire resistance
- C. Shielding effectiveness**
- D. Waterproof rating

Answer: C

Explanation:

Correct Answer. C. Shielding effectiveness For environments such as manufacturing facilities, where environmental interference from machinery can be significant, verifying the shielding effectiveness of STP cables is crucial. Effective shielding ensures that the cables can resist external electromagnetic fields, maintaining the quality and speed of data transmission.

Option A is incorrect because waterproof rating is primarily concerned with moisture protection, which does not directly relate to electromagnetic interference.

Option B is incorrect because fire resistance, while important for safety, does not influence the cable's performance in terms of EMI resistance.

Option D is incorrect because while the connector type is important for compatibility and network design, it does not influence the cable's ability to resist interference; the shielding itself is the key factor.

NEW QUESTION # 566

A network administrator is setting up a workstation that needs to switch between a wired and wireless network depending on availability.

What should be ensured for seamless connectivity?

- A. The Ethernet cable is CAT 6 or higher
- B. The workstation is within range of the WLAN at all times
- **C. The workstation has network drivers updated for both LAN and WLAN**
- D. The workstation's IP address is statically set for both connections

Answer: C

Explanation:

Correct Answer. A. The workstation has network drivers updated for both LAN and WLAN Keeping network drivers updated ensures that both the LAN and WLAN adapters function optimally and can handle switching between different network types seamlessly.

Option B is incorrect. Statically setting IP addresses can cause connectivity issues if not managed correctly, especially when switching networks.

Option C is incorrect. While using a higher category Ethernet cable can improve performance, it does not affect the ability to switch between networks.

Option D is incorrect. Being within range of WLAN affects only wireless connectivity and does not facilitate seamless switching by itself.

NEW QUESTION # 567

What is a potential limitation when using generative AI in troubleshooting compared to predictive AI?

- A. Generative AI can only predict outcomes based on previously encountered scenarios
- B. Generative AI is unable to assist in any capacity with data analysis or predictions
- C. Predictive AI is generally less accurate in forecasting than generative AI due to its reliance on historical data only
- **D. Generative AI might produce novel solutions that, while innovative, may not always align with existing system protocols or tested solutions**

Answer: D

Explanation:

Correct Answer. B. Generative AI might produce novel solutions that, while innovative, may not always align with existing system protocols or tested solutions One of the challenges with generative AI is that it can create solutions that are out of the box but may need adjustment or validation to ensure they fit within the operational parameters of existing systems or standards.

Option A is incorrect because it incorrectly describes the capabilities of generative AI, which is actually capable of generating new data and ideas beyond past scenarios.

Option C is incorrect as it inaccurately assesses the comparative accuracy of predictive and generative AI.

Option D is incorrect because it underestimates the capabilities of generative AI, which can indeed contribute to data analysis and prediction in its way.

NEW QUESTION # 568

You are helping an end user fix a corrupted application via remote access. You've found several potential solutions through a search engine.

How should you proceed to ensure the best outcome?

- A. Evaluate the credibility of the sources before deciding which solution to follow
- B. Ask the end user to pick a solution based on what they understand from your findings
- C. Implement the easiest solution first without reading the entire content of the source
- D. Choose the solution that requires the least amount of steps, regardless of the source

Answer: A

Explanation:

Correct Answer: B. Evaluate the credibility of the sources before deciding which solution to follow Assessing the reliability of the information source is crucial to ensure that the chosen solution is safe and effective, avoiding further damage to the user's system. Option A is incorrect. Choosing the easiest solution without thorough review can lead to overlooking better or more appropriate fixes.

Option C is incorrect. The number of steps in a solution does not necessarily correlate with its effectiveness or safety.

Option D is incorrect. The end user may not have the technical expertise to make an informed decision, which could result in the selection of an inappropriate fix.

NEW QUESTION # 569

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