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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q545-Q550):

NEW QUESTION # 545

A user reports intermittent website access issues.

To diagnose if the problem is related to DNS resolution, which nslookup usage is most appropriate?

- A. nslookup website.com
- B. nslookup -type=mx website.com
- C. nslookup -type=soa website.com
- D. nslookup -debug website.com

Answer: D

Explanation:

Correct Answer. B. nslookup -debug website.com Using nslookup with the -debug option provides detailed query information about the DNS resolution process, which can help in diagnosing complex or intermittent DNS resolution issues.

Option A is incorrect. This command is used to look up mail servers associated with a domain and is not relevant for general access issues.

Option C is incorrect. While it performs a basic DNS lookup, it lacks the detailed output necessary for complex troubleshooting.

Option D is incorrect. The -type=soa option fetches the Start of Authority record, which is useful for DNS zone information but not for troubleshooting access issues.

NEW QUESTION # 546

A support technician notices that during peak times, the help desk experiences a backlog of tickets, causing delays in response times.

Which queue management technique could best help to alleviate this situation?

- A. Implementing a round-robin ticket assignment
- B. Introducing a first-come, first-served policy
- C. Increasing the time each technician spends on a ticket
- D. Deploying additional staff during peak times

Answer: D

Explanation:

Correct Answer. C. Deploying additional staff during peak times Deploying additional staff during peak times is an effective queue management strategy to handle increased ticket volume and prevent backlogs. This approach allows the help desk to maintain efficient service levels during high-demand periods by matching staffing levels to ticket inflows.

Option A is incorrect because round-robin assignment distributes tickets evenly but doesn't address the increased volume of tickets during peak times.

Option B is incorrect because a first-come, first-served policy might still lead to backlogs if the volume exceeds processing capacity.

Option D is incorrect because increasing the time each technician spends on a ticket could actually worsen the backlog if not enough technicians are available.

NEW QUESTION # 547

During a routine security check, a user discovers they do not have a recorded BitLocker recovery key for their device.

What should they do first to ensure they can recover their system in the event of a lockout?

- A. Change the BitLocker password to reset the recovery key
- B. Use the BitLocker management tool to back up the recovery key
- C. Encrypt the drive again with BitLocker to generate a new key
- D. Back up their data to an external drive and disable BitLocker

Answer: B

Explanation:

The BitLocker management tool allows users to back up their recovery key by printing it, saving it to a file, or saving it to their Microsoft account, ensuring they have access to it if needed.

Option A is incorrect because re-encrypting the drive does not necessarily secure access to a lost recovery key and may lock the user out if done improperly. Option B is incorrect because while backing up data is critical, it does not solve the issue of accessing a recovery key for BitLocker. Option D is incorrect because changing the BitLocker password does not change or reset the recovery key.

NEW QUESTION # 548

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

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 # 549

What is the primary difference between predictive AI and generative AI when used in troubleshooting?

- A. Predictive AI replaces human decision-making in troubleshooting, whereas generative AI cannot operate without human intervention
- B. **Predictive AI identifies existing patterns in data to forecast outcomes, while generative AI creates new data and simulations based on learned data patterns**
- C. Predictive AI creates virtual models of IT systems, whereas generative AI is used solely to automate data entry
- D. Generative AI is used exclusively for security threat analysis, while predictive AI is not suitable for IT environments

Answer: B

Explanation:

Correct Answer. A. Predictive AI identifies existing patterns in data to forecast outcomes, while generative AI creates new data and simulations based on learned data patterns. Predictive AI is used primarily to analyze historical data and predict future outcomes, which is valuable in identifying likely failures or issues based on past events. Generative AI, however, uses its understanding from data to generate new content, scenarios, or data simulations, which can be useful in modeling potential solutions or creating new data environments for testing.

Option B is incorrect because neither form of AI completely replaces human decision-making; each type supports different aspects of troubleshooting.

Option C is incorrect as both types of AI can be utilized in various IT and security contexts, not just exclusively as stated.

Option D is incorrect because it misrepresents the capabilities of both predictive and generative AI.

NEW QUESTION # 550

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