

Valid 100-140 Exam Practice Material: Cisco Certified Support Technician (CCST) IT Support and Training Study Guide - PassReview



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The PassReview is one of the top-rated and renowned platforms that has been offering real and valid Cisco Certified Support Technician (CCST) IT Support (100-140) exam practice test questions for many years. During this long time period countless Cisco Certified Support Technician (CCST) IT Support (100-140) exam candidates have passed their dream 100-140 certification and they are now certified Cisco professionals and pursuing a rewarding career in the market.

Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	Common Threats and Prevention: This domain measures the knowledge of an IT Security Support Technician and covers recognizing end-user security threats including phishing, malware, and unauthorized access attempts. It emphasizes basic investigation steps, helping users run malware scans, promoting strong password practices, understanding social engineering tactics targeting help desk roles, and the importance of company policies and confidentiality guidelines to protect sensitive data.

Topic 2	• 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 3	• 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.

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100-140 Updated Dumps & 100-140 Original Questions

There is no doubt that advanced technologies are playing an important role in boosting the growth of Cisco companies. This is the reason why the employees have now started upgrading their skillset with the Cisco Certified Support Technician (CCST) IT Support (100-140) certification exam because they want to work with those latest applications and save their jobs. They attempt the 100-140 exam to validate their skills and try to get their dream job.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q621-Q626):

NEW QUESTION # 621

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

Answer: A

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 # 622

During an IT department audit, it was noted that response times could be improved. The IT manager is considering changes to optimize support processes.

Which of the following would most effectively reduce the time to first response?

- A. Encouraging technicians to take fewer breaks
- B. Implementing mandatory overtime for technicians during peak periods
- **C. Introducing a triage system that categorizes tickets upon receipt**

- D. Increasing the number of technicians on each shift

Answer: C

Explanation:

A triage system effectively categorizes tickets by urgency and complexity, allowing the most critical issues to be addressed promptly. This reduces the time to first response by ensuring that resources are allocated efficiently and appropriately according to the priority.

Option B is incorrect because mandatory overtime may address volume but not efficiency or speed of first response.

Option C is incorrect as reducing breaks can decrease technician effectiveness and job satisfaction over time.

Option D is incorrect because simply increasing staff does not guarantee faster initial responses without a system to prioritize tickets.

NEW QUESTION # 623

What is an essential step to take after implementing a solution to an IT problem, but before considering the problem as resolved?

- A. Monitor the solution's effectiveness and make adjustments if necessary
- B. Skip documentation to save time
- C. Revert all changes if any employee complains
- D. Ignore feedback and proceed with additional unrelated changes

Answer: A

Explanation:

Correct Answer. C. Monitor the solution's effectiveness and make adjustments if necessary Monitoring the solution after implementation ensures that it effectively resolves the problem and performs as expected. This step is crucial for making any necessary adjustments based on actual outcomes and feedback, ensuring a long-term resolution.

Option A is incorrect as ignoring feedback can lead to unresolved issues and potential failures in the solution.

Option B is incorrect because reverting all changes based on a single complaint is impractical without thorough evaluation.

Option D is incorrect as documentation is vital for future reference and continuous improvement, not something that should be skipped.

NEW QUESTION # 624

You receive an email from a user with the display name of the President of your company. The email requests that you do them a favor and purchase gift cards and send the gift cards to an email address provided.

What should you do?

- A. Purchase the gift cards and send them as the President asked.
- B. Call the IT department to verify that the email is valid.
- C. Reply to the sender asking them to verify the email's legitimacy.
- D. Call the number listed in the email.

Answer: B

Explanation:

This scenario is a classic example of email spoofing and a social engineering attack. You should contact the IT department immediately using internal communication methods to verify the legitimacy of the request.

Never respond or take action based on suspicious emails.

NEW QUESTION # 625

During a network audit, a technician discovers that DNS queries are taking longer than expected, slowing down web browsing.

What should be the technician's first step to resolve this issue?

- A. Replace the network's routers and switches
- B. Configure the network to use a more reliable DNS server
- C. Increase the bandwidth of the internet connection
- D. Update all client machines to use IPv6

Answer: B

Explanation:

Correct Answer: B. Configure the network to use a more reliable DNS server If DNS queries are slow, using a faster or more reliable DNS server can significantly improve resolution times and, consequently, browsing speeds.

Option A is incorrect. While low bandwidth can affect overall internet speed, it does not specifically address slow DNS queries.

Option C is incorrect. Replacing network hardware is costly and should be considered only if the devices are proven to be the bottleneck.

Option D is incorrect. Transitioning to IPv6 offers many benefits but does not inherently solve slow DNS resolution issues.

NEW QUESTION # 626

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However, you should keep in mind to pass the Cisco Certified Support Technician (CCST) IT Support (100-140) certification exam is not an easy task. It is a challenging job. If you want to pass the 100-140 exam then you have to put in some extra effort, time, and investment then you will be confident to pass the Cisco Certified Support Technician (CCST) IT Support (100-140) exam. With the complete and comprehensive Cisco Certified Support Technician (CCST) IT Support (100-140) exam dumps preparation you can pass the Cisco Certified Support Technician (CCST) IT Support (100-140) exam with good scores. The PassReview 100-140 Questions can be helpful in this regard. You must try this.

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