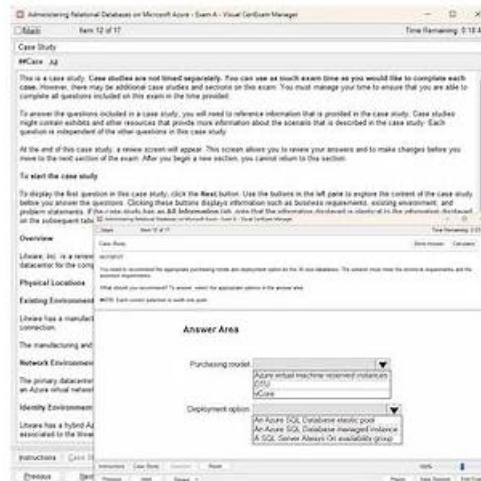# 100-140 Dumps Free Download, Interactive 100-140 Course

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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	• 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 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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q550-Q555):

NEW QUESTION # 550
A user needs to check the available disk space on their Windows 10 machine to ensure they have enough room for a new application.
What method should the IT support technician advise the user to use to quickly access this information?

- A. Right-click on the Start button and select "System"
- B. Open "This PC" in File Explorer to view the drives
- C. Go to Control Panel > Administrative Tools > Computer Management
- D. Run the command chkdsk in Command Prompt

Answer: B

Explanation:
Correct Answer. B. Open "This PC" in File Explorer to view the drives Opening "This PC" in File Explorer provides a clear and immediate overview of all connected drives and their available space, making it the simplest method for users to quickly check disk capacity.
Option A is incorrect because right-clicking on the Start button and selecting "System" brings up system information, but it does not include details about disk space.
Option C is incorrect because the chkdsk command is used to check the disk for errors, not to display disk space availability.
Option D is incorrect because while Computer Management provides tools to manage disks, it's more complex and less direct than simply using File Explorer for viewing available space.

NEW QUESTION # 551
During a network reconfiguration, a technician needs to verify the IP address assigned to a specific interface, eth0, on a Linux machine.
Which command provides this information?

- A. ip route show eth0
- B. ip add show dev eth0
- C. ip config eth0
- D. ip link set eth0

Answer: B

Explanation:

Correct Answer. A. ip add show dev eth0 The command ip add show dev eth0 (or ip addr show dev eth0) is used to display all configurations, including IP addresses, for a specified network interface, in this case, eth0.
Option B is incorrect. ip link set eth0 is used to change settings of an interface, not to display its IP configuration.
Option C is incorrect. ip route show displays the routing table; using eth0 with this command does not provide valid output.
Option D is incorrect. ip config is not a valid command within the iproute2 suite or Linux.

NEW QUESTION # 552

An IT support technician is instructing a remote user on how to determine the total and available memory in their Windows 10 computer.
Which of the following steps should the technician advise the user to perform?

- A. Open Task Manager and select the "Performance" tab
- B. Navigate to Control Panel > System and Security > System
- C. Check under Device Manager > Memory Technology Devices
- D. Use the command prompt to execute mem /show

Answer: A

Explanation:
Correct Answer. B. Open Task Manager and select the "Performance" tab The "Performance" tab in Task Manager provides comprehensive details about memory usage, including total physical memory, available memory, and memory in use. This makes it a direct and informative tool for users to assess their memory status.
Option A is incorrect because the System section in the Control Panel shows basic system information and does not provide detailed memory usage statistics.
Option C is incorrect because the mem /show command does not exist in modern Windows systems; it is a DOS command and not applicable to Windows 10.
Option D is incorrect because Device Manager lists hardware components and their drivers but does not provide information about memory usage.

NEW QUESTION # 553

A customer support representative receives an email from a client that contains their full name, address, and credit card details and a request to update their billing information.
Which action should the representative take?

- A. Reply to the user and tell them to call the accounting department.
- B. Openly share the information with the accounting department.
- C. Store the data in encrypted storage.
- D. Store the data on a personal device.

Answer: C

Explanation:
Payment card data and other sensitive personal information must be protected according to security policies and compliance requirements (e.g., PCI DSS). Storing the data in approved encrypted storage ensures it remains secure and accessible only by authorized personnel.

NEW QUESTION # 554

Following a merger, an IT department needs to ensure its support services remain robust. Which KPI should be closely monitored to assess the impact of the merger on help desk performance?

- A. Change in the number of support tickets after the merger
- B. Percentage of IT budget spent on help desk operations
- C. Employee turnover rate in the IT department
- D. Average resolution time for support tickets

Answer: D

Explanation:

Monitoring the average resolution time for support tickets after a merger is crucial as it provides direct insights into whether the merger has affected the help desk's ability to resolve issues efficiently. An increase in resolution time might indicate integration issues or increased complexity in IT support demands.

Option A is incorrect because a mere change in the number of tickets does not directly indicate performance quality; it could merely reflect increased demand or broader service scope.

Option B is incorrect as employee turnover gives insights into staff satisfaction and stability but not direct help desk performance.

Option D is incorrect because the percentage of the IT budget spent on help desk operations reflects financial management rather than operational effectiveness.

NEW QUESTION # 555

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