

Free PDF Quiz Cisco 100-140 - First-grade Cisco Certified Support Technician (CCST) IT Support Exam Tests



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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"> 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.
Topic 3	<ul style="list-style-type: none"> Operating System and Application Issues: This part targets an Operating System Support Specialist and addresses resolving Windows and macOS issues, such as display settings, updates, permissions, power management, and data backup using cloud tools. It covers troubleshooting mobile device problems on iOS and Android operating systems and provides an understanding of virtualization and cloud concepts including major providers and virtual machines. This section also covers resolving common application issues like installation and security concerns.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q151-Q156):

NEW QUESTION # 151

After successfully resolving an intermittent network connectivity issue by adjusting the DHCP settings, what is the most critical next step for the IT support technician?

- A. Post a general update on the company bulletin board to inform everyone about the change
- B. Record the details of the change, including the original issue, the implemented solution, and its effectiveness in the IT documentation system
- C. Plan a team meeting to discuss the change next week
- D. Communicate the resolution informally via email to the IT team

Answer: B

Explanation:

Correct Answer: B. Record the details of the change, including the original issue, the implemented solution, and its effectiveness in the IT documentation system Documenting the problem and the solution in a structured IT documentation system is essential for future reference and for other team members who may encounter similar issues. It ensures consistency and efficiency in handling future related problems.

Option A is incorrect because an informal email does not ensure that the resolution is recorded in a structured or accessible manner. Option C is incorrect because a team meeting is less immediate and less effective as a documentation method compared to directly updating the IT documentation system.

Option D is incorrect as posting on a bulletin board is not an appropriate method for documenting technical changes for IT support reference.

NEW QUESTION # 152

Joe calls in to report internet outages. A customer service technician enters the trouble ticket shown below. Review the trouble ticket below and classify which parts of this ticket follow documentation best practices.

□ Move the description to each label to identify whether the part of the documentation referenced by the label meets documentation best practices or does not meet documentation correct practices.

Note: You will receive partial credit for each correct answer.

Answer:

Explanation:

NEW QUESTION # 153

While remotely connected to a user's device, you need to resolve an uncommon network error.

You decide to use a search engine to find a solution.

What is the best practice for using search results to solve this issue?

- A. Rely on the top search result to get the quickest fix
- B. Focus on solutions posted on new, unverified tech blogs for innovative answers
- C. Pick any solution that seems related and try it immediately to save time
- D. Choose a solution that includes detailed explanations and user comments for validation

Answer: D

Explanation:

Correct Answer. B. Choose a solution that includes detailed explanations and user comments for validation Selecting detailed guides with user feedback ensures the solution is effective and has worked for others, providing a safer and likely more reliable approach to resolving the issue.

Option A is incorrect. The top search result is not always the most reliable or relevant, especially for technical issues.

Option C is incorrect. Implementing a seemingly related solution without proper validation can lead to improper fixes and more severe issues.

Option D is incorrect. Relying on unverified sources increases the risk of applying incorrect or harmful solutions.

NEW QUESTION # 154

Tom, a new hire, needs to receive weekly updates via a company-wide email distribution list but reports he has not received any emails so far.

What should be your initial troubleshooting step?

- A. Create a new email account for him
- B. Verify his membership in the email distribution group
- C. Instruct him to check his spam folder
- D. Directly add his email address to the list of recipients in the email client

Answer: B

Explanation:

Correct Answer. B. Verify his membership in the email distribution group First, ensure Tom is added to the email distribution group associated with receiving company-wide updates. This is a common oversight with new hires.

Option A is incorrect because manually adding his email to individual outgoing emails is not scalable or reliable as a solution.

Option C is incorrect as creating a new email account does not resolve the issue of him not being in the distribution group.

Option D is incorrect because while checking the spam folder is a good practice, it does not address whether he's properly included in the group.

NEW QUESTION # 155

After resolving a complex network issue involving multiple server outages, what is the most important element to include in the documentation to ensure it accurately summarizes the interaction?

