ic10_mp11_uf01 ▶ REPTE 1.3. LISTENING: International Help Desk - Case #806 ▶ International Help Desk - Case #806

Estat	Acabat
Començat el	dilluns, 9 de febrer 2026, 18:20
Completat el	dilluns, 9 de febrer 2026, 18:21
Durada	44 segons
Notes	5,00/5,00
Qualificació	**10,00** sobre 10,00 (**100**%)

Pregunta **1**

Correcte

Puntuació 1,00 sobre 1,00

In the context of IT support, what does the NATO Phonetic Alphabet help to prevent?

- ⦿ a. Misunderstandings when spelling technical data over the phone. ⊘
- ○ b. Software bugs in the operating system.
- ○ c. Unauthorized access to the server.
- ○ d. Slow internet connection speeds.

La resposta correcta és: Misunderstandings when spelling technical data over the phone.

Pregunta **2**

Correcte

Puntuació 1,00 sobre 1,00

In the listening exercise, why was Error 806 occurring?

- ○ a. The laptop battery was too low to connect.
- ⦿ b. The public Wi-Fi firewall was blocking the GRE protocol. ⊘
- ○ c. The user entered the wrong password five times.
- ○ d. The server in Munich was physically on fire.

La resposta correcta és: The public Wi-Fi firewall was blocking the GRE protocol.

Pregunta **3**

Correcte

Puntuació 1,00 sobre 1,00

What is the primary function of a VPN in an international company?

- ○ a. To block all incoming emails from outside the country.
- ○ b. To increase the physical hardware speed of the laptop.
- ○ c. To download movies faster from public Wi-Fi.
- ◉ d. To create a secure, encrypted tunnel to the private office network. ⊘

La resposta correcta és: To create a secure, encrypted tunnel to the private office network.

Pregunta **4**

Correcte

Puntuació 1,00 sobre 1,00

What should an agent do when providing a long IP address (like 192.168.105.44) over the phone?

- ○ a. Say the whole number as fast as possible.
- ◉ b. Group the numbers and use the word dot between segments. ⊘
- ○ c. Skip the dots to save time.
- ○ d. Translate the numbers into another language.

La resposta correcta és: Group the numbers and use the word dot between segments.

Pregunta **5**

Correcte

Puntuació 1,00 sobre 1,00

Which phrase is an example of Active Listening and empathy used by the agent?

- ○ a. Please hold while I drink some coffee.
- ◉ b. I understand the urgency, we will look into it. ⊘
- ○ c. Just restart your computer and call back later.
- ○ d. Error 806 is your fault for being at the airport.

La resposta correcta és: I understand the urgency, we will look into it.