

Help Desk Software Practice Test Questions and Answers

1. What does ITSM stand for?

- A) Internet Technology Security Management
- B) IT Service Management
- C) Integrated Ticketing and Support Module
- D) Internal Team Support Model

2. What exactly does "www" mean?

- A) World Wide Web
- B) Wide World Web
- C) Winding Web World
- D) None of the above

3. The equivalent of one MB is..

- A) 1 billion bytes
- B) 1024KB
- C) One thousand bytes
- D) The amount of RAM in every computer

4. What is a linked ticket used for?

- A) Connecting related but separate issues so agents can reference them together
- B) Merging two tickets into one
- C) Assigning tickets to multiple agents simultaneously
- D) Flagging tickets for billing

Answers: 1-B 2-A 3-B 4-A

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