



Certified Technical Support Specialist (CTSS)

Ten Sample Questions

These ten questions are written at the difficulty of the live exam. Six carry a figure, a data table, a configuration or a code listing; four are plain scenario questions, as on the live paper. Every one is a scenario a working technical support specialist would meet, and none of them appears in the live question bank.

The live exam is multistage adaptive: how you score on one stage selects the difficulty of the next, so no two candidates sit the same paper. It is a performance-based exam: each form can carry up to 5 to 12 performance-based questions alongside the multiple-choice questions, which means you build, sequence or complete something rather than only choosing from a list. Answers and full explanations follow each question here; the live exam does not disclose item-level answers.

Question 1

Domain 1: Hardware and Devices

DATA

Emma Wilson reviews the main parts of a desktop computer.

Component	What it does
CPU	Runs instructions
RAM	Holds data in use
Hard drive	Stores files
Power supply	Feeds power

Table 1.1 Common desktop parts.

Which part keeps files after the computer is turned off?

- ☐ A RAM
- ☐ B The CPU chip
- ☐ C Hard drive
- ☐ D The power supply

Correct answer: C

RAM holds data only while the power is on, so it clears at shutdown. The hard drive keeps files even when the computer is off, which is why saved documents are still there next time. The CPU and power supply do not store files.

Question 2

Domain 2: Operating Systems

CONFIG

James Carter lists some jobs the software below is responsible for.

```
starts the computer
manages files and folders
runs your programs
controls the screen and keyboard
```

Listing 2.1 Jobs of one kind of software.

Which of these is an operating system?

- ☐ A Windows
- ☐ B A web browser
- ☐ C A word file
- ☐ D A print job

Correct answer: A

An operating system such as Windows, macOS or Linux starts the computer and manages files, programs and devices. A web browser is a program that runs on top of it, while a word file and a print job are not software that manages the machine.

Question 3

Domain 3: Networking Basics

DATA

Olivia Davis matches each networking term to a short meaning.

Term	Meaning
IP address	Device address
Router	Joins networks
Wi-Fi	Wireless link
DNS	Name to number

Table 3.1 Basic networking terms.

Which item gives a device its address on the network?

- ☐ A A USB cable
- ☐ B The monitor screen
- ☐ C A tall antenna
- ☐ D IP address

Correct answer: D

An IP address is the number that identifies a device on a network so traffic can reach it. A USB cable, a monitor and an antenna are hardware and do not act as the address. Knowing this helps when you check why a device cannot connect.

Question 4

Domain 4: Software and Applications

CONFIG

Liam Anderson groups common applications by what they are for.

```
word processor : writes documents
spreadsheet    : works with numbers in rows
web browser    : opens web pages
media player   : plays audio and video
```

Listing 4.1 Software by purpose.

Which app edits budgets and numbers arranged in rows?

- ☐ A A word processor
- ☐ B A spreadsheet
- ☐ C A media player
- ☐ D A web browser

Correct answer: B

A spreadsheet is built to work with numbers laid out in rows and columns, so it fits budgets and totals. A word processor is for documents, a media player is for audio and video, and a browser opens web pages. Matching the tool to the task saves the user time.

Question 5

Domain 5: Troubleshooting and Support Process

CONFIG

Ava Thompson lists four support steps, shown out of order.

```
A. Verify the fix works
B. Identify the problem
C. Apply a solution
D. Find the likely cause
```

Listing 5.1 Steps to put in order.

What is the correct order of these steps?

- ☐ A B, D, C, A
- ☐ B A, B, C, D
- ☐ C C, A, B, D
- ☐ D D, C, B, A

Correct answer: A

A sound process first identifies the problem, then finds the likely cause, applies a solution, and finally verifies that the fix works. Option A follows that order. Fixing before you understand the cause often wastes time or creates new issues.

Question 6

Domain 6: Security and Customer Service

DATA

David Brown reviews everyday habits that keep an account safe.

Habit	Why it helps
Strong password	Hard to guess
Lock the screen	Stops snooping
Update software	Fixes known flaws
Verify callers	Stops fraud

Table 6.1 Simple security habits.

Which choice makes the safest password?

- ☐ A Your birthday date
- ☐ B The word password
- ☐ C A long passphrase
- ☐ D Your pet name

Correct answer: C

A long passphrase is hard to guess and hard to crack, which makes it the safest choice here. A birthday, a pet name or the word password are easy to find or guess, so they offer little protection. Length and unpredictability matter more than adding a single symbol.

Question 7

Domain 5: Troubleshooting and Support Process

A customer says their desktop will not turn on at all. Nothing appears on the screen and no lights come on. What is the soundest first step?

- ☐ A Reinstall the system
- ☐ B Check the power
- ☐ C Replace the screen
- ☐ D Buy a new PC

Correct answer: B

When a computer shows no lights and no display, the simplest and most common cause is power, so check that the cable is plugged in and the outlet works. Reinstalling the system or replacing parts is premature before you confirm the machine is getting power. Start with the easiest, most likely cause.

Question 8

Domain 6: Security and Customer Service

A caller claims to be from IT and asks a user to read out their account password so the caller can fix an issue. What should the user do?

- ☐ A Give the password
- ☐ B Email it to them
- ☐ C Read it aloud
- ☐ D Refuse politely

Correct answer: D

Real support staff do not need a user to reveal their password, so a request like this is a classic sign of a scam. The user should politely refuse and report the call through an official channel. Sharing the password by any means would put the account at risk.

Question 9

Domain 3: Networking Basics

One laptop cannot open any website, yet other devices in the same office are online without trouble. What is the most likely cause?

- ☐ A Its Wi-Fi is off
- ☐ B Internet is down for all
- ☐ C The monitor is broken
- ☐ D The mouse failed

Correct answer: A

Because the other devices work, the shared internet connection is fine, so the problem is on that one laptop. A common cause is that its Wi-Fi is switched off or disconnected, which you can check quickly. A broken monitor or mouse would not stop web pages from loading.

Question 10

Domain 2: Operating Systems

A single program has frozen and stopped responding, but the rest of the computer still works. What is the best first action?

- ☐ A Unplug the computer
- ☐ B End the task
- ☐ C Restart the router
- ☐ D Replace the drive

Correct answer: B

When one program hangs but the system is otherwise fine, ending that task through the task manager closes it without disturbing everything else. Unplugging the computer risks losing unsaved work in other programs, and the router or drive are unrelated to a single frozen app. Try the least disruptive step first.

