



## **2013 NLC FBLA HELP DESK FINAL CASE STUDY**

### **PARTICIPANT INSTRUCTIONS**

1. You have 10 minutes to review the case.
2. Presentation time is five minutes. At four minutes the timekeeper will hold up a colored card indicating you have one minute left and at five minutes the timekeeper will hold up a card indicating time is up.
3. The presentation is interactive with the judges who will ask questions throughout each presentation. One judge will play the role of Alex who is a customer. You will play the role of a help desk manager for Accelerated Support, Inc.
4. You will be given two note cards to use.
5. Cover all the points described in the case and be prepared to answer questions.

### **PERFORMANCE INDICATORS**

- Communications skills—the ability to exchange information and ideas with others through writing, speaking, reading, or listening
- Analytical skills—the ability to derive facts from data, findings from facts, conclusions from findings, and recommendations from conclusions
- Production skills—the ability to take a concept from an idea and make it real
- Priorities/time management—the ability to determine priorities and manage time commitments

## **CASE STUDY SITUATION**

### **Background**

You are the help desk manager for Accelerated Support, Inc., a mid-size customer support center. Your company responds to telephone based service calls for several large computer manufactures.

### **Situation**

Alex, who works as a data entry clerk for a local law firm, is having trouble with sharing his printer so that his supervisor can use the same laser printer as he does.

### **Tasks**

You have received Alex's phone call and must decide what to do next.

Alex is already frustrated and upset. He is short on time when he calls and is in need of immediate assistance. You calm him down by explaining that you can fix his problem and have him working quickly so he can meet his deadline. You ask him to repeat and explain the steps he takes to share the printer. When he is finished, no one can access his printer. What should you do next? How can you fix the problem he is having?



## 2013 NLC FBLA HELP DESK FINAL CASE STUDY JUDGES' NOTES

### JUDGING THE PRESENTATION

1. This is a role-playing event with you (judge) acting as Alex, who is very upset and anxious when his boss is frustrated that he can't print to the Alex's printer. Feel free to show anxiety and anger.
2. Participants may conduct a slightly different type of meeting and/or discussion with you each time.
3. Review the Judges' Instructions and the Case Study Situation.
4. You will start off the conversation with your problems.
5. This is an interactive problem, so treat the presentation as a conversation. The time allowed is five minutes.
6. Below are some possible questions to ask but feel free to ask other questions.
7. You will close the event by thanking the participant for his/his help.
8. Complete the rating sheet.

### JUDGES' INSTRUCTIONS

You (judges) are a customer (Alex), who has a laptop which you use for your job at a local law firm. You are already angry when you call and you want to return the printer.

You use this computer for all of the briefs and assignments you are given. You specifically have an assignment due tomorrow which your supervisor needs to print before going to court. Up until two weeks ago, you have never had a new printer added to your computer. Since a new printer was set up for you to use, you have **not** been able to allow anyone to print to it. You are becoming frustrated as you try to troubleshoot the problem. After restarting your computer a couple of times, you run out of ideas and call the help desk exasperated and in a panic.

During the course of the role-play you should ask the following questions of each participant:

- Can I return the printer for a refund? Why or why not?
- Can you fix the problem during this call? If you can, then maybe I will consider keeping the printer.

- How can I (or you) fix this problem?
- Can you help me understand what you want me to click on?
- Can you help me locate what you are talking about?
- Will that work? Will I finally be able to share the files?

Once the help desk associate (participant) has explained and has answered your questions, you will conclude the role-play by saying thank you for his/her help if appropriate.

You are **not** to make any comments after the event is over except to thank the participant.

## SOLUTION

Ultimately the problem is that the user never enabled file and printer sharing to allow the printer to communicate through the firewall.

1. Open Windows Firewall by clicking the **Start** button , clicking **Control Panel**, clicking **Security**, and then clicking **Windows Firewall**.
2. Click **Allow a program through Windows Firewall**.  If you are prompted for an administrator password or confirmation, type the password or provide confirmation.
3. In the **Program or port** list, make sure the **File and Printer Sharing** check box is selected, and then click **OK**.