



## **2011 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 the presentations. One judge will play the role of Genevieve who is a customer. You will play the role of a help desk manager for Powell Consulting, 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.
6. The presentation is interactive with the judges who will ask questions throughout the presentation.

### **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 Powell Consulting, Inc., a mid-size customer support center. Your company responds to telephone based service calls for several large computer manufactures.

### **Situation**

Genevieve, who purchased her laptop computer to do her online college courses, is having trouble with the touchpad on her computer. Often, when she moves her cursor to a position and begins typing, the placement of the text moves up or down on the screen. She has an assignment due in one of her classes tomorrow, but it is taking her so long to type her paper that she may not meet the deadline. The problem is so infuriating Genevieve that she now wants to return the unit for a refund so that she can purchase a different laptop from a competitor vendor.

### **Tasks**

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

Genevieve is already frustrated, upset, and is short on time when she calls and is in need of immediate assistance. You calm her down by explaining that you can fix her problem and have her machine operating today so that she will be able to submit her assignment tomorrow. You ask her to repeat and explain the steps she takes when her cursor jumps up or down on the screen. When she is finished, the text does indeed show up above or below where she wants it. What should you do next? How can you fix the problem she is having so that she will keep the unit?



**2010 NLC FBLA HELP DESK  
FINAL CASE STUDY  
JUDGES' INSTRUCTIONS**

**JUDGING THE PRESENTATION**

1. This is a role-playing event with you (judge) acting as Genevieve, who is very upset and anxious when her new computer keeps locking up and doesn't work. 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 role-play.
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/her help.
8. Complete the rating sheet.

**JUDGES' INSTRUCTIONS**

You (judges) are a customer (Genevieve), who has recently purchased a new laptop to do your online college courses. You are already angry when you call and you want your money back.

**Situation**

You have just started taking college courses and you have several research papers to write. You specifically have one paper due tomorrow and you are at the final typing stage. About 80-90 percent of the time, when you position your cursor using your touchpad and begin typing, the text shows up on the screen either above or below where you expect it to. The cursor keeps jumping around. 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 machine for a refund? Why or why not.
- Why does this happen every time I try and work on my papers?
- I don't understand what you mean. Shouldn't I be able to use my touchpad to move my cursor to a spot and expect the text to show up there?
- Can you fix the problem during this call? If you can, then maybe I will consider keeping the system unit.
- 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 write my paper?

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 the touchpad settings on Genevieve's laptop are set to be too touch sensitive. She is ever so lightly brushing against the touchpad with the base of her palm as she is typing. This inadvertently moves her cursor to places she does not want it to go.

The easiest solution would be to go to the start menu, then control panel, then mouse, then touchpad, then touchpad settings, then finally adjusting the touchpad sensitivity to a heavier setting and applying the change.