

How well do you respond to criticism?

Technical

Give an example of a problem where you might suggest that the user clear cache. *

I things are not rezzing properly and relog does not work either.

Give an example of a problem where clearing cache would not help solve the problem. *

If the scripts of the avatar are not working properly or need to be re-attached.

Give an example of a problem where you might suggest that the user reinstall the viewer. *

If the problem occurred after upgrading the viewer.

Give an example of a problem where reinstalling would not help solve the problem. *

If the user has an hardware problem or if the problem is the graphics card (video card) of the user.

If a user finds him/herself unable to walk or move, what would be the first thing you would suggest be checked? *

I recommend to relog.

How do you change your display name? *

<https://lindenlab.freshdesk.com/support/solutions/articles/31000135215-display-names>

Does high complexity cause region lag? *

no, if you mean the avatar's complexity

What is the highest value LOD you should use in normal situations? *

Depends on what you are doing, depends on the ping, dep

What is the range of normal chat? *

20 meters

Ich musste gerade online eine kleine Prüfung ablegen, weil ich mich für das Support-Team des [Firestorm-Viewers](#) beworben habe. Die Fragen fand ich lustig:

Frage: What's the first thing to do when someone asks a question?

Antwort: I tell him that the question is great. :-) Seriously: I need to make sure that I understood the problem properly.

Frage: Someone (not a support team member) who answers a support question with bad advice or wrong information?

Antwort: [Audiatur et altera pars](#).

Frage: Someone seeking help who responds to your followup questions and suggestions in an aggressive and defensive manner?

Antwort: I tell him: Don't solve the question of guilt, solve the problem.

Frage: Someone seeking help who is polite but doesn't understand your suggestions?

Antwort: I tell him to be patient, because I made all mistakes already when I was new in Second Life. I understand his feelings.

Frage: How well do you respond to criticism?

Antwort: Depends on the criticism.. :-) The users need support, but the support do not need users. That should be clear if nothing else works.

Frage: Describe a time when you had to admit to one or more people that you were wrong about something. How did you feeling while doing it? How did it work out? Would you be comfortable doing that in a public context?

Antwort: I've been experiencing drama for 10 years in role playing communities. I have been a moderator for roleplay for eight years. It can't get any worse. :-)