

December 2004 – 2 Hour Bucket Training

**Internet Security Issues
and
Checking and Installing Filters**

Guide

November 30, 2004



Lesson Table of Contents

Internet Security Issues (DSL/Dial) and Filters (DSL)	1
Lesson Material	1
Objectives	1
File Sharing and Spyware	3
Overview	3
Scope of Support.....	3
Symptoms of Spyware on a PC	3
File Sharing and Spyware Information Requests.....	4
SBC Yahoo! Anti-Spy Software	5
Spyware Documentation in CRM.....	6
Bundled Security Solution	6
Group Activity	7
Procedure	7
Knowledge Check – DIAL Agents Only	8
Quiz for DIAL AGENTS ONLY!	8
Checking and Installing Filters.....	9
Web Based Training	9
Knowledge Check – DSL Support Agents Only	10
Tier 1/Welcome Queue (CSI) Quiz	10

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Internet Security Issues (DSL/Dial) and Filters (DSL)

Lesson Material



You should complete this section within 2 hours.

Objectives

At the end of this lesson, you will be able to:

- advise a Member of the location of resource material on the Member Facing Support Site.
 - identify the various security tools provided by SBC Yahoo!
 - identify the symptoms of spyware.
 - document a Member spyware call in CRM using appropriate CTD codes.
 - identify the Scope of Support as it pertains to the SBC Yahoo! Security software.
 - assist Members in checking for proper filter installation (**DSL support agents only**).
 - connect a Member's hardware via simulation (**DSL support agents only**).
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File Sharing and Spyware

Overview

SBC has partnered with Yahoo! to provide Members with enhanced security measures to assist with unwanted viruses, Spam email, pop-ups, and spyware that can invade privacy.

This lesson enables you to provide members the ability to locate information about these internet “pests”, and in some cases utilize the tools to combat them.

Scope of Support

The Scope of Support for all agents regarding these applications is limited to coaching the Member to utilize the Member Facing Support Site (MFSS) to find answers to their questions. Additionally, it is appropriate to provide answers to any “defining” questions such as “What is Spyware”.

Members requesting assistance with the installation of available SBC Yahoo! security software should be read the “Out of Scope” script on the Agent Facing Support Site (AFSS) and politely referred to the MFSS. Agents must offer to guide the Member to the MFSS if he/she is in front of the PC.

Symptoms of Spyware on a PC

The following is a list a symptoms that can occur when a Member’s PC has been infected with Spyware, Adware, or other hijacking software.

- The computer is processing slower than usual.
 - The Internet Connection appears slower than usual.
 - Advertisement pop-ups appear when you’re not browsing the Web.
 - The Member’s browser homepage has changed, or keeps changing.
 - Members are redirected to an unwanted website while browsing.
 - Search toolbars appear in the browser.
 - Spyware software appears in menus.
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File Sharing and Spyware, Continued

File Sharing and Spyware Information Requests

When a request from a Member is received regarding File Sharing or Spyware, follow the steps below:

Step	Action
1	Refer the member to the Member Facing Support Site at SBC Yahoo! Help - Home . (http://help.sbcglobal.net)
2	Advise the Member to locate and click Security in the main menu.
3	Advise the Member about the information that can be found there.
4	Advise the Member to go to http://help.yahoo.com/help/us/sbc/dsl/anti-spy for complete Question and Answer documentation about SBC Yahoo! Anti-Spy.

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File Sharing and Spyware, Continued

SBC Yahoo! Anti-Spy Software

SBC Yahoo! Anti-Spy is a free SBC Yahoo! feature that helps Members decide whether to remove software like adware, spyware, hijackers, and keyloggers from his/her computer. SBC Yahoo! Anti-Spy scans the computer for unwanted software, and allows the Member to review, remove, or add to a list any suspicious applications that are found.

If the Member accidentally deletes something important, in many cases, SBC Yahoo! Anti-Spy can restore it.

To run SBC Yahoo! Anti-Spy, the minimum system requirements are: Pentium 300, 128MB RAM, 15MB free disk space, Internet connection (dialup or faster), Windows 98 or above, and Internet Explorer 5.0 or above.

If the Member asks you how to download the software, refer to the steps below:

***Note:** If a Member contacts you and advises that the software has been downloaded and has caused damage to the PC or the PC is inoperable, escalate to Tier 2 immediately!)*

Step	Action
1	Advise the Member go to http://help.sbcglobal.net
2	Advise the Member to locate and click Security in the main menu.
3	Advise the Member to locate the click Spyware under the “All Topics” section.
4	Advise the Member to click “ What is SBC Yahoo! Anti-Spy? ”
5	Advise the Member to click the link in the article indicating the location of the software download.

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File Sharing and Spyware, Continued

Spyware Documentation in CRM

Upon completing a Member request for information about Spyware, SBC requires specific Category, Type, and Detail (CTD) choices in CRM. The following choices should be made when you provide details to a Member about Spyware and where to locate information on the Member Facing Support Site (MFSS).

Category = Hardware

Type = Ram Resource Constraint

Detail = Spy Ware

Bundled Security Solution

SBC Yahoo! DSL and Dial service provides members a great deal of internet security features.

- Email Anti-Virus
- Desktop Anti-Virus
- SpamGuard
- Pop-Up Blocker
- Parental Controls
- Firewall Software
- SBC Yahoo! Anti-Spy

Click on the link below to review the article on the AFSS.

<https://agentsupport.sbcglobal.net/tier1/sbc/productpromo/product/6105.shtml>

Explore the article on your own.

If a Member contacts you regarding these products in an overall general sense, guide them to the MFSS at <http://help.sbcglobal.net> and click on Security in the main menu. A link for **Bundled Security Solution** is available.

Group Activity

Procedure

Directions:

1. Obtain a CRM Training Database username and password, along with a BTN/WTN/Member name.
2. Pair up with a neighbor.
3. One student should play the role of the agent, and the other the role of the student.
4. Role play one of the scenarios below as if it were a real call. (If you have been trained to use the Branched Logic Tool (BLT), use it. If not, use the Call Flow Troubleshooting Tool (CFTT).
5. Document your call in CRM using the proper CTD codes as well as proper written documentation learned in previous courses.
6. Switch roles and perform another role-play.

Scenarios:

1. Member asks about Spyware; what it is and how to get rid of it.
 2. Member asks where the link to download the SBC Yahoo! Anti-Spy is located.
 3. Member asks what security products are available to prevent viruses and spyware.
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Knowledge Check – DIAL Agents Only

**Quiz for DIAL
AGENTS
ONLY!**

If you are an SBC Yahoo! DIAL support agent, click the link below to take a short quiz.

<http://apps.sbcis.sbc.com/etools/all/iq2/iq.asp?id=1194>

**If you are an agent that supports DSL (Tier 1/Welcome Queue-CSI),
continue to the next page.**

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Checking and Installing Filters

Web Based Training

A web-based training course regarding the installation of the SBC Yahoo! hardware and software is now available. Click on the link below to take this course when you are told to do so by your instructor.

http://apps.sbcis.sbc.com/edocs/custcare/training_modules/sbcis_dsl_csi_cust_care_tech_support/yahoo_installation_course/default.htm

NOTE: It may take up to 2 minutes for this course to load, as it is graphic intensive and is a very large file.

You will see “Loading Course Content” and then a message indicating an error regarding the Learning Management System. Ignore this message by clicking **Continue**. Proceed through the course.

Knowledge Check – DSL Support Agents Only

**Tier 1/Welcome
Queue (CSI)
Quiz**

If you are an agent that supports DSL, click on the link below to take a short quiz.

<http://apps.sbcis.sbc.com/etools/all/iq2/iq.asp?id=1195>

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