



A PEARSON VUE BUSINESS

Cisco Certified Support Technician Exam Tutorial

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Each exam has **35–50** questions.

The maximum exam time is **50** minutes.

Exam Process

The exam experience follows this process:

1. **Tutorial.** The tutorial (this page) provides helpful information about the exam environment. [Read the tutorial carefully.](#) When you are ready to begin taking the exam, select **Start Exam**.
2. **Exam Questions.** The exam timer starts, and the questions appear. You can move forward and back through them, answer them, and mark them for review or feedback.
3. **Exam Summary.** The exam summary indicates the questions you have answered, not answered, marked for review, and marked for feedback. You can review and change your answers. The exam timer stops, and your answers are submitted when you select **Finish Exam**.
4. **Feedback.** You can leave feedback about the exam and individual questions. When you finish leaving feedback, select **Exit Exam** to display your score report.

Exam Interface and Controls

Each page of the exam has three panes.



1. The Information pane at the top of the page shows the current question number, the total number of questions, and the remaining exam time. The progress bar fills to indicate the percentage of questions answered.
2. The Content pane in the center of the page contains the question and answer options. [Some Content panes are divided horizontally or vertically into sections. You might need to move the section dividers or scroll the panes to display all the content on your screen.](#)
3. The Navigation pane at the bottom of the page contains the following commands for moving through the exam.

Go to Summary

Displays the Exam Summary page that shows the questions you've answered, marked for review, and marked for feedback.

Mark for Review

Flags the question to indicate that you want to return to it before you finish the exam.

Mark for Feedback

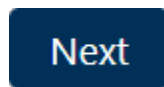
Flags the question to indicate that you want to leave feedback about it.

Tools ▾

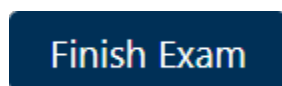
Displays a menu of commands that allow you to access exam environment instructions or change the color scheme. Other tools, such as a calculator or reset button, might be available for the current question.



Saves your response and moves to the previous question.



Saves your response and moves to the next question.

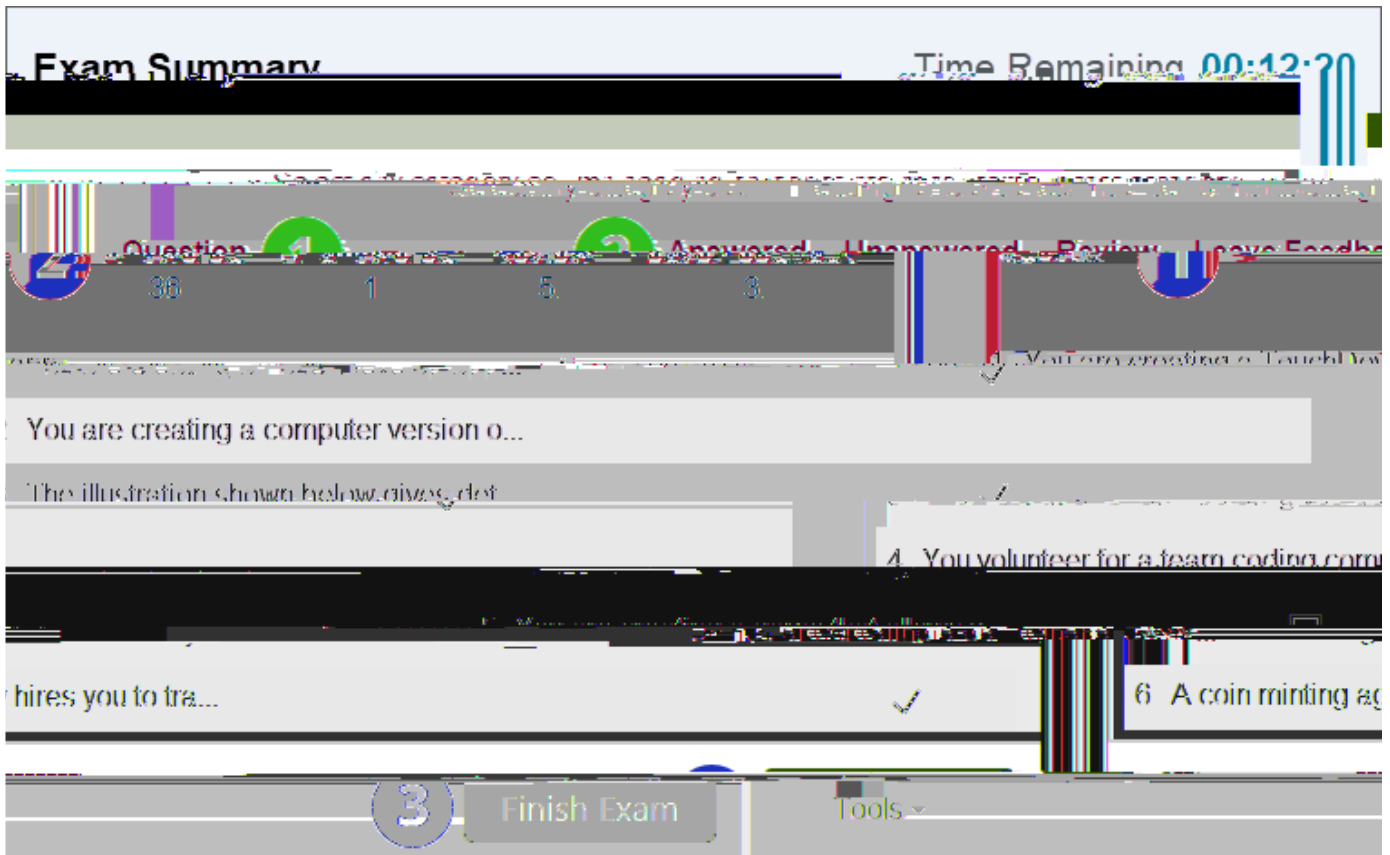


Submits your answers, stops the exam timer, and moves to the exam feedback stage.

Reviewing Questions

The Exam Summary appears after the final exam question. You can also move to this page by selecting Go to Summary from any question.

The Exam Summary indicates the questions you have answered, not answered, marked for review, and marked for feedback.



On the **Exam Summary** page:

The

Feedback and Exam Results