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QUESTION NO: 1

What behaviour should be avoided when talking with a customer on the telephone?

A. Asking the customer technical questions.

B. Using terms of endearment.

C. Addressing the customer by name.

D. Telling the customer to hold.

ANSWER: B

QUESTION NO: 2

What is the benefit of good teamwork to an organisation?

A. Improved overall quality of service provided.

B. Enhanced career opportunities across the organisation.

C. Increased capability for technical support and delivery.

D. Better employees with more skills.

ANSWER: A

QUESTION NO: 3

What is a best practice to follow when writing an e-mail?

A. Write long explanations of processes.

B. Use abbreviations to speed up the writing process.

C. Review the e-mail before you send it.

D. Include emoticons to be friendly.

ANSWER: C

QUESTION NO: 4

What is a best practice for acknowledging a customer feelings?

A. Tell the customer that they have a serious incident.

B. Include the customer in the resolution process.

C. Agree with the customer comments about the Support Centre.

D. Reprimand the customer for their tone of voice.

ANSWER: B

QUESTION NO: 5

What is the most important role of support centre services?

A. Support centre services provides the customer with a department to blame.

B. Support centre services serves as the customer single point of contact.

C. Support centre services educates customers about application software.

D. Support centre services provides technical solutions to all calls.

ANSWER: B

QUESTION NO: 6

What is a best practice for negotiating with a customer?

A. Only provide a service that is included in the SL

B. Look at the problem from the customer perspective.

C. Transfer the customer to your supervisor if they disagree with you.

D. Strictly follow the Support Centre policies.

ANSWER: B

QUESTION NO: 7

What is the most likely benefit of incident monitoring in a Support Centre?

A. Incident monitoring confirms the accuracy of change management.

B. Incident monitoring identifies opportunities for improvement.

C. Incident monitoring facilitates problem management.

D. Incident monitoring authorises configuration management.

ANSWER: B

QUESTION NO: 8

Which statement best describes a problem?

A. A problem is an incident with more than one solution.

B. A problem is an incident that exceeds SLA requirements.

C. A problem is an incident that occurs several times.

D. A problem is an incident that requires multiple resources to resolve.

ANSWER: C

QUESTION NO: 9

A customer calls with a problem you know they could solve using the Support Centre web site. What is a best practice for encouraging the customer to try self-help?

A. Ask if they have tried the website and give them the answer.

B. Respectfully talk them through the self-help process.

C. Send them an e-mail with a link to the web site.

D. Tell them that the answer is on the web site and give them the URL.

ANSWER: B

QUESTION NO: 10

What is the most likely benefit of recording all incidents?

A. Recording all incidents saves the Support Centre money.

B. Recording all incidents establishes service levels.

C. Recording all incidents enables the Support Centre to be proactive.

D. Recording all incidents demonstrates the effectiveness of the Support Centre.

ANSWER: C