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QUESTION 1

What are two of the best ways to demonstrate confidence when on the telephone with a customer? (Choose 1)

- A. Using a confident tone, tell the customer you are new to the desk and are transferring their call.
- B. Using a confident tone, tell the customer that you are unable to help them until tomorrow.
- C. Using a confident tone, tell them you dont have a resolution for their incident yet but you are finding out by using the knowledgebase.
- D. Using a confident tone, ask the customer to call a 2nd line team, and provide their telephone number.

Correct Answer: C

QUESTION 2

If a customer starts insisting on always speaking to the same analyst when the team procedures state that the analyst who receives a call takes ownership, what is the most effective action to take to prevent this happening in the future? (Choose 1)

- A. Tell the customer you will discuss their problem with the analyst they requested later on in the day.
- B. Tell the customer the analyst is busy on a project, but they can hold on if they like.
- C. Assure the customer that you are competent and can handle their call just as well as your colleague.
- D. Advise the customer that speaking to you instead will provide a faster service than if they waited.

Correct Answer: D

QUESTION 3

Which three of the following items does a critical thinker apply? (Choose three)

- A. Recognition that ultimate authority rests with reason and evidence.
- B. Organisation of a problem into a series of logical, orderly steps.
- C. Logical problem solving.
- D. Rapid resolutions for all problems.

Correct Answer: ABC

QUESTION 4

Which are the two most important qualities required for effective leadership? (Choose two)

- A. the demonstration of and support for fairness.
- B. the ability to encourage accountability and ownership.
- C. the ability to exert absolute authority at all times.
- D. the avoidance of arguments within the group.

Correct Answer: AB

QUESTION 5

What are three characteristics of effective leaders? (Choose three)

- A. They practice and encourage fairness.
- B. They delegate responsibility effectively.
- C. They closely monitor the team.
- D. They are able to execute plans.

Correct Answer: ABD

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