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QUESTION 1

Which two business needs must be considered when allocating priorities? (Choose two)

- A. The impact on the business.
- B. The customers location.
- C. Service level agreement commitments.
- D. The customers status.

Correct Answer: AC

QUESTION 2

What are two purposes of an on-going (event) survey? (Choose two)

- A. To trend levels of customer satisfaction between annual (periodic) surveys.
- B. To assess satisfaction levels with all help desk services.
- C. To evaluate overall satisfaction levels with products.
- D. To measure the quality of a single interaction.

Correct Answer: AD

QUESTION 3

What is the key benefit of root cause analysis? (Choose 1)

- A. Calls for specific types of problem can be reduced or eliminated.
- B. Better knowledge management procedures.
- C. Cost and expense can be justified.
- D. The cost per problem is reduced.

Correct Answer: A

QUESTION 4

What are the two most important points to remember in order to manage a call successfully? (Choose two)

- A. Create a problem-solving work-flow.
- B. Use the same terminology as the customer.

- C. Clearly document the situation and the steps taken.
- D. Give the customer something to do.

Correct Answer: BC

QUESTION 5

What is unstructured information gathering? (Choose 1)

- A. Not using acronyms and speaking at the customer's level.
- B. Asking questions in a free-form manner.
- C. Identifying what happened vs. what was expected.
- D. Using open questions to get customers to talk.

Correct Answer: B

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