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QUESTION 1

Which is the responsibility of a system administrator in a large corporate environment? (Choose 1)

A. Application capacity planning

B. Database installation

C. Network capacity planning

D. Operating system upgrades

Correct Answer: D

QUESTION 2

Which are two characteristics of active listeners? (Choose two)

A. They listen for, and recognise, emotion words.

B. They demonstrate sympathy.

C. They use the customer\\'s name.

D. They avoid using verbal attends.

Correct Answer: AC

QUESTION 3

Which are two characteristics of active listeners? (Choose two)

A. They acknowledge the customer.

B. They restate/paraphrase to ensure understanding.

C. They understand that evidence and reasoning are critical.

D. They know the process for escalating a problem.

Correct Answer: AB

QUESTION 4

What are the three most likely disadvantages of cross-functional teams? (Choose three)

A. They may pull staff away from their normal duties.

B. They may hinder interdepartmental rapport.

C. They may be time consuming.

D. Departmental managers may lose control.

Correct Answer: ACD

QUESTION 5

A customer has exceeded the maximum number of login attempts and calls you about the problem. This kind of problem is best handled by which approach? (Choose 1)

A. An inductive approach.

B. A deductive approach.

C. A sycophantic approach.

D. A synergistic approach.

Correct Answer: B

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