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QUESTION 1

What is the best way to stay current with support industry developments?

- A. Discuss key customer demands with colleagues.
- B. Join industry-related groups.
- C. Read books by famous management experts.
- D. Spend occasional time on vendor's Web sites.

Correct Answer: B

QUESTION 2

What best describes the role of the support center in the change management process?

- A. the support archives change report for the knowledge base
- B. The support center authorizes the change after assessing its impact.
- C. The support center documents customer queries to change
- D. The support center tracks the impact the change has on customers.

Correct Answer: D

QUESTION 3

Who is the most effective advocate for raising awareness of a support center in a business?

- A. team leaders
- B. first-line supervisors
- C. senior management
- D. middle management

Correct Answer: C

QUESTION 4

What is the most important element of a successful support center with regard to the customer?

- A. Contacting the customer on time
- B. Satisfying the customer

- C. Surveying the customer
- D. Tracking customer interactions

Correct Answer: B

QUESTION 5

What is the primary role of the support center in most organizations?

- A. The primary role of the support center is to be a strategic asset to the organization it serves.
- B. The primary role of the support center is to ensure that metrics are maintained and distributed.
- C. The primary role of the support center is to make sure that all service levels are met.
- D. The primary role of the support center is to provide technical support services to executives.

Correct Answer: A

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