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QUESTION 1

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

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

Correct Answer: A

QUESTION 2

How can you motivate others to seek guidance?

- A. use personal visits as an opportunity for employee feedback, support, and mentoring
- B. provide incentives that are challenging yet attainable
- C. emphasize changing behaviors rather than people
- D. evaluate performance of team members and provide support to facilitate optimum performance

Correct Answer: A

QUESTION 3

Which three methods clarify understanding of organizational missions, strategies, strengths, weaknesses, and capabilities? (Choose three.)

- A. consistent and high-impact feedback to team members
- B. interviews with key stakeholders, customers, and leaders
- C. focus groups
- D. round-table meetings with employees

Correct Answer: BCD

QUESTION 4

If individual performance problems continue for an extended time, the Help Desk manager may need to resort to positive discipline. Positive discipline places responsibility for appropriate performance on the_____

- A. employee

- B. employee's colleagues
- C. Human Resources Director
- D. manager

Correct Answer: A

QUESTION 5

What are two advantages of Computer Telephony Integration applications? (Choose two.)

- A. It enables intelligent routing of calls.
- B. The manual logging of call-related information can be used for invoicing purposes.
- C. It reduces costs by increasing productivity.
- D. It allows effective communication over the Internet.

Correct Answer: AC

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