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QUESTION 1

Which three statements regarding the Help Desk and customer perceptions are true? (Choose three.)

- A. Mediocre service is generally acceptable if the customer likes you personally.
- B. A bad interaction can initiate a customer's split-second decision never to do business with you again.
- C. Mediocre service can cause a customer gradually to want to do business somewhere else.
- D. A positive interaction can initiate a customer's split-second decision to continue doing business with you.

Correct Answer: BCD

QUESTION 2

How can you provide direction in times of confusion or ambiguity?

- A. create a sense of control in subordinates by allowing team leaders to make critical decisions without guidance
- B. centralize communication to ensure that all team members get accurate information
- C. create a sense of trust in subordinates by not personally making decisions
- D. authorize the team leader to conduct team building activities to strengthen team ties

Correct Answer: B

QUESTION 3

How does a Computer Telephony Integration system interface with a Customer Management System to make trouble reporting more effective?

- A. It automatically solves customer problems.
- B. It eliminates the need for training Help Desk analysts.
- C. It automatically exchanges accurate and useful information.
- D. It eliminates the need for monitoring call volume.

Correct Answer: C

QUESTION 4

Which four factors are important when dealing with an individual's performance problem? (Choose four.)

- A. specific details

- B. personality
- C. consequences
- D. timeliness
- E. performance responsibility

Correct Answer: ACDE

QUESTION 5

What are three functions of an effective support organization in managing unresolved support issues? (Choose three.)

- A. communicating the status of issues
- B. escalating unresolved issues
- C. resolving customer issues
- D. monitoring unresolved issues
- E. recording unresolved issues

Correct Answer: ABD

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