

Selling Android

8/10

Hollow Man

1

When helping customers, good questions have which of the following 3 characteristics?

Select 3 answers that apply.

- ☒ Open-ended
- ☒ Attentive
- ☐ Repetitive
- ☒ Personalized

2

What are points of interest to look for when helping a customer?

Select 3 answers that apply.

- ☐ Inconsistencies
- ☒ Triggers
- ☒ Outcomes
- ☐ Patterns

3

If a customer is upset or has an issue, you should take ownership of the problem rather than pointing the blame.

☒ TRUE

☐ FALSE

4

Android is the most customizable OS.

☒ TRUE

☐ FALSE

5

Android is the most popular OS on any global market.

☒ TRUE

☐ FALSE

6

How many devices are powered by Android worldwide?

☒ 2.5 billion

☐ 1.5 billion

☐ 10 billion

☐ 5 billion

7

When dealing with upset customers, how should you respond?

Select 2 answers that apply.

- ☒ Listen carefully
- ☒ Take responsibility
- ☐ Find someone to blame
- ☐ Talk condescendingly

8

When dealing with a difficult situation it's important to show the customer why they're wrong.

- ☒ TRUE
- ☐ FALSE

9

Cross-selling means showing a customer a complementary product.

- ☐ TRUE
- ☒ FALSE

10

What makes Android the world's most popular platform?

Select 3 answers that apply.

- ☒ Affordability
- ☐ Choice
- ☒ Security
- ☒ Credibility

SUBMIT