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| **HELP DESK** | |
| |  |  | | --- | --- | | 1) | Which of the following in **not** included in an incident report? | |  | A) a description of the incident | |  | B) a unique identification number assigned to the incident, for tracking | |  | C) the birthdate of the person reporting the incident | |  | D) the date and time the incident is reported | |  |
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| |  |  | | --- | --- | | 2) | One way to promote the image of the support center is by \_\_\_\_\_. | |  | A) quickly end the call | |  | B) answer the call with a monotonous tone | |  | C) providing customers with accurate information | |  | D) provide the customer with a best guess | |  |
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| |  |  | | --- | --- | | 3) | Motivators or drivers that cause customers to seek out specific types of products or services driven by marketing are \_\_\_\_\_. | |  | A) wants | |  | B) service options | |  | C) needs | |  | D) stimulators | |  |
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| |  |  | | --- | --- | | 4) | Most hardware devices that malfunction today are \_\_\_\_\_. | |  | A) rebuilt | |  | B) repaired | |  | C) replaced | |  | D) not needed | |  |
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| |  |  | | --- | --- | | 5) | The first few sentences in a support incident that introduce an agent, form the basis for the first impression of the support service by the user, and get the incident-resolution process started on a positive note is the \_\_\_\_\_. | |  | A) body of the message | |  | B) greeting | |  | C) script | |  | D) conclusion | |  |
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| |  |  | | --- | --- | | 6) | The first step for problem solving is \_\_\_\_\_. | |  | A) understanding everyone’s interest | |  | B) identifying the issues | |  | C) documenting agreements | |  | D) evaluating options | |  |
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| |  |  | | --- | --- | | 7) | The process for reducing customer emotion in situations when frustration or anger exists is the \_\_\_\_\_ model. | |  | A) emotion-reducing | |  | B) problem-solving | |  | C) diffusing | |  | D) total quality control | |  |
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| |  |  | | --- | --- | | 8) | A feature of a Website where a writer posts messages and invites members of a user community to comment on them is a \_\_\_\_\_. | |  | A) network | |  | B) chat room | |  | C) private communication | |  | D) user forum | |  |
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| |  |  | | --- | --- | | 9) | Actively listening to an angry customer \_\_\_\_\_. | |  | A) distracts them from their issue | |  | B) tends to eliminate conflict | |  | C) makes the situation worse | |  | D) increases the level of conflict | |  |
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| |  |  | | --- | --- | | 10) | ACD stands for \_\_\_\_\_. | |  | A) automatic call development | |  | B) alternate call distribution | |  | C) automatic call distribution | |  | D) alternate current distribution | |  |
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| |  |  | | --- | --- | | 11) | A value of using monitoring programs in a call center is the ability to \_\_\_\_\_. | |  | A) provide defense for issues | |  | B) identify poor grammar | |  | C) identify areas of improvement for processes and individuals | |  | D) listen to customers complaints | |  |
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| |  |  | | --- | --- | | 12) | Customer service representatives must be prepared to deal with \_\_\_\_ from customers. | |  | A) disappointment | |  | B) emotion | |  | C) ALL ANSWERS ARE CORRECT | |  | D) anger | |  |

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| |  |  | | --- | --- | | 13) | A state of mental or emotional strain or tension resulting from adverse or very demanding circumstances is \_\_\_\_\_. | |  | A) distraction | |  | B) anger | |  | C) confusion | |  | D) stress | |  |
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| |  |  | | --- | --- | | 14) | To help reduce the number of obstacles and difficulties you encounter, you should \_\_\_\_\_. | |  | A) meditate | |  | B) take many breaks | |  | C) develop a positive service attitude | |  | D) do as little as possible | |  |
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| |  |  | | --- | --- | | 15) | Time management does **not**mean \_\_\_\_\_. | |  | A) making a to do list | |  | B) saying no to some obligations | |  | C) understanding your most productive time | |  | D) eliminating social time | |  |

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| 3) | C |
| 4) | C |
| 5) | B |
| 6) | B |
| 7) | A |
| 8) | D |
| 9) | B |
| 10) | C |
| 11) | C |
| 12) | C |
| 13) | D |
| 14) | C |
| 15) | D |