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Only for this reason, oDesk created the tools themselves that they need to deliver on the oDesk Guarantee. oDesk Customer Service Test is a test of Sales and Marketing. As other tests the duration of the test is 40 minutes. It has 40 multiple questions to answer. Each question has between 1 to 8 options of which 1 or more may be correct.

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Odesk Customer Service Test Answers Posted on December 25, 2014 by tutorialsmaster836 — Leave a comment The Basics of oDesk Customer Service are the oDesk guarantee is that an hour worked is an hour paid and an hour paid is an hour worked.

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Freelancer and Upwork (formerly oDesk) are freelancing sites that facilitate and streamline the process of hiring virtual (or remote workers).. Each of these sites have their own approach, but in essence, all of these companies allow you to do more or less the same thing.

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Odesk: Sample Customer Service Test Part One

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b. It is a good substitute for good customer service. c. It allows the management to measure how well customer service is being performed. d. It puts the company ahead of the competitors in respect of customer service. Question: 18 Why do customers feel the need of some control in working to resolve an issue with a company? a.

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