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Quiz review

Started on	Friday, 15 March 2024, 11:44 AM
State	Finished
Completed on	Friday, 15 March 2024, 11:45 AM
Time taken	59 secs
Marks	5.00/5.00
Grade	**100.00** out of 100.00

Question 1

Correct

Mark 1.00 out of 1.00

____ is an important measure of how well an organization meets or exceeds a customer's expectations

Select one:

○ CRM

◉ Customer Satisfaction ✔

○ ERP

○ KPIs

The correct answer is: Customer Satisfaction

Question 2

Correct

Mark 1.00 out of 1.00

A metric should be time bound

Select one:

◉ True ✔

○ False

The correct answer is 'True'.

Question 3

Correct

Mark 1.00 out of 1.00

____ is the subject matter area on which reports revolve around.

Select one:

○ Documents

○ Books

◉ Content ✔

○ Digital Files

The correct answer is: Content

Question 4

Correct

Mark 1.00 out of 1.00

The most common form of KPI reporting is ____

Select one:

○ ERP

○ CRM

○ KPIs

◉ Dashboarding ✔

The correct answer is: Dashboarding

Question 5

Correct

Mark 1.00 out of 1.00

Units per hour is an example of what KPI

Select one:

○ Lagging KPI

○ Qualitative KPI

○ Outcome KPI

◉ Quantitative KPI ✔

The correct answer is: Quantitative KPI

◀ **Management Dashboards**

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Design thinking Pre quiz ▶