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Question 1

Question Type: MultipleChoice

Where would you expect to see a screen pop? As a feature of

Options:

- A- The company screensaver
- B- An Instant Messaging conversation
- C- Computer Telephony Integration (CTI)
- D- The weekly marketing email

Answer:

C

Question 2

Question Type: MultipleChoice

Which of these options is NOT a feature in standard PBX functionality?

Options:

A- Voicemail

B- Agent tracking

C- CTI

D- Conference calling

Answer:

C

Question 3

Question Type: MultipleChoice

The main purposes of PBX and ACD systems are to

Options:

- A-** Provide basic telephony functions to the Service Desk and identify users to the SDA
- B-** Provide basic telephony functions to the Service Desk and screen pop-ups
- C-** Provide basic telephony functions to the Service Desk and to route calls to Service Desk staff based on predefined processes
- D-** Provide basic telephony functions to the Service Desk and to route calls to Service Desk staff based on SDA preferences

Answer:

C

Question 4

Question Type: MultipleChoice

Which of these options is a wireless device commonly supported by the Service Desk?

Options:

- A- PDAs
- B- IPODs
- C- CPUs
- D- ACDs

Answer:

A

Question 5

Question Type: MultipleChoice

Which of these options is a typical example of a wireless device?

Options:

- A- A desktop printer
- B- A Blackberry or PDA
- C- An email server

D- A telephone headset

Answer:

B

Question 6

Question Type: MultipleChoice

Which of these options is a commonly used peripheral device?

Options:

A- Scandisk

B- Mobile/cell phone

C- Email server

D- Scanner

Answer:

D

Question 7

Question Type: MultipleChoice

How is a peripheral device different from its host computer?

Options:

- A- It runs at the edge of the computers network infrastructure
- B- It is regarded as an unknown device by the CPU
- C- It runs as part of a wider area network
- D- It is regarded as an external component to the CPU

Answer:

D

Question 8

Question Type: MultipleChoice

Which of the options best describes primary components of a desktop or laptop system

Options:

- A-** A processor (CPU), memory, a modem and a hard drive
- B-** An external hard drive, a keyboard and a mouse
- C-** An operating system, application software and memory
- D-** A keyboard, memory and email software

Answer:

C

Question 9

Question Type: MultipleChoice

What is the difference between a desktop system and a server?

Options:

- A- A server is used only for emails, a desktop system can be used by many people
- B- A desktop system is a single user system, a server is used by many users
- C- A server has a short life-expectancy, a desktop system has a long life-expectancy
- D- A desktop system is a two-person workstation, a server is for one person only

Answer:

B

Question 10

Question Type: MultipleChoice

What is a VPN?

Options:

- A- A public virtual network for safe multi-user access

B- A private virtual network for safe remote user access

C- A public network for safe network access for users

D- A private network for individual virtual users

Answer:

B

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