Question 1

What is the best reason for using paraphrasing?

Options:

A- Using paraphrasing gives the customer a chance to tell you if you have understood them.

B- Using paraphrasing increases the customer knowledge of technical terminology.

C- Use paraphrasing to repeat the customer words back to them.

D- Use paraphrasing to tell the customer what they should have done.

Answer:

A

Question 2

What is the best reason for using a standard greeting when answering telephone calls?

Options:

A- Using a standard greeting follows documented procedures.

B- Using a standard greeting is part of an Incident management process.

C- Using a standard greeting saves time.

D- Using a standard greeting sets the expectation for the call.

Answer:

D

Question 3

Question Type: **MultipleChoice**

What is the best reason for reporting all security compromises?

A- Reporting security compromises aids in apprehending and prosecuting offenders.

B- Reporting security compromises demonstrates that the security policy is working.

C- Reporting security compromises facilitates the monitoring of security policies.

D- Reporting security compromises helps prevent similar breaches in the future.

Answer:

D

Question 4

Question Type: **MultipleChoice**

What is a best practice for reducing conflict?

Options:

A- Allow the customer to vent their frustration.

B- Ask the customer to repeat what they just said.

C- Direct the customer to the Service Desk web site.

D- Place the customer on hold to allow them to calm down.

Answer:

A

Question 5

Question Type: MultipleChoice

What is the best reason for documenting processes and procedures?

Options:

A- Documenting processes and procedures enforces workplace culture.

B- Documenting processes and procedures ensures consistent service.

C- Documenting processes and procedures keeps you occupied during down time.

D- Documenting processes and procedures prevents customers from asking for special treatment.

Answer:

B

Question 6

Question Type: **MultipleChoice**

What is the best reason for maintaining confidentiality in the workplace?

Options:

A- Maintaining confidentiality in the workplace helps meet Service Desk targets.

B- Maintaining confidentiality in the workplace prevent others knowing your skill level.

C- Maintaining confidentiality in the workplace protects customers from embarrassment.

D- Maintaining confidentiality in the workplace shields your manager from blame.

Answer:

C

Question 7

What is a best practice to follow when writing an e-mail?

Options:

A- Include emoticons to be friendly.

B- Review the e-mail before you send it.

C- Use abbreviations to speed up the writing process.

D- Write long explanations of processes.

Answer:

B

Question 8

Which is one of the elements of call differentiating?

Question 9

Question Type: MultipleChoice

Which statement best characterises a friendly and supportive workplace?

Options:

A- Management encourages extensive overtime.

B- Team members help each other.

C- Team members work alone.

D- Team members work only their allotted hours.

Answer:

B