Question 1

Which of these options is a recognised advantage of self-healing technology?

Options:

A- It passes the cost of support to the users

B- It reduces the requirement for SLAs

C- It enables users to fix more Incidents themselves

D- It decreases the cost of support

Answer:

D

Question 2

Which would be a common use of self-healing technology?

Options:

A- Automated dial-up

B- Anti-virus software

C- Password locking

D- Autonomous agent

Answer:

B

Question 3

Question Type: MultipleChoice

Which of these options is a benefit of self-service technology?

Options:

A- Users can log their issues at any time

B- Reduces Problem resolution time

C- Removes the need for human support

D- Reduces the number of Incidents and Service Requests

Answer:

A

Question 4

Question Type: **MultipleChoice**

Which of these options best describes examples of self-service technology?

Options:

A- FAQs, external knowledge packs, and IVR-based systems

B- Training courses, procedures and an on-line Service Knowledge Management System

C- Web-based self-help systems, Incident data and FAQs

D- Forms, procedures, help systems and on-line tutorials

Answer:

D

Question 5

Your organisation is actively promoting the use of self-service technology. What is a

disadvantage of this support option?

Options:

A- Users and SDAs feel that the service now offered has become impersonal

B- SDAs and users feel that the service now offered is haphazard

C- The delivery of service now offered uses state-of-the-art technology

D- The service now offered is too simplistic

Answer:

A

Question 6

Question Type: MultipleChoice

Which option is a benefit of using self-help?

Options:

A- It allows users to resolve some incidents at any time

B- It gives users the opportunity to become technical experts

C- It avoids the inconvenience of telephone handling

D- It give users the ability to self-diagnose their incidents in future

Answer:

A

Question 7

Question Type: **MultipleChoice**

Which option is the most common issue when integrating CTI with Incident Management?

Options:

A- Poor project management resulting in higher costs

B- The screen pop functionality does not behave as expected

C- Lengthy implementation timescales due to inadequate project resources

D- Lack of availability of accurate user data

Answer:

D