



# 1D0-61A<sup>Q&As</sup>

CIW Internet Business Associate

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### QUESTION 1

You received a text and a threatening voicemail from an angry customer who wants to immediately discuss the shortcomings of a recently released product. You are about to walk into a mandatory meeting with your top-level leadership team.

Which of the following is your best course of action?

- A. Continue to send text messages to the customer hoping to smooth things over until you can call him on the phone after your meeting.
- B. Request that the customer send his complaints by e-mail, knowing that any inappropriate communication will be well documented.
- C. Do not respond to the customer.
- D. Skip the meeting and call the customer.

Correct Answer: B

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### QUESTION 2

An end user cannot log in to a page that provides an e-learning course. The authentication window will not launch.

Which of the following is most likely the cause of this problem?

- A. Pop-up blocking software has been enabled in the operating system.
- B. Pop-up blocking software has been enabled in the Web browser
- C. The browser has recently had its browsing history cleared.
- D. The browser has recently had its cookie cache cleared.

Correct Answer: B

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### QUESTION 3

Paul has just finished a very important sales meeting with a potential customer and he needs to update his supervisor at the corporate office, which is located in another country. Paul is debating whether to text or e-mail his supervisor about the meeting details.

Which of the following would be the best practice for communicating with his supervisor?

- A. Send a brief text message to say the meeting has finished, because Paul knows his supervisor does not read e-mail.
- B. Send several text messages in order to convey all the details of the meeting most quickly.
- C. Send a brief text message update now, and then send the meeting details in an e-mail message later.
- D. Post the details of the meeting on his favorite social media platform, where his supervisor is one of his followers.



Correct Answer: C

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#### QUESTION 4

Roberto's company is releasing updates to a specific product. He needs to educate the company's sales managers, who are located in various international locations, about the new product updates.

Which of the following methods would be the most economical and efficient solution for Roberto to discuss the required information with the sales managers synchronously?

- A. Send the product update blueprints via e-mail to each of the sales managers and ask them to contact him any questions.
- B. Schedule an in-person sales meeting with them at the company headquarters so that the updates can be demonstrated and any questions answered with the entire group present.
- C. Schedule a Webinar with the sales managers so that the updates can be demonstrated and any questions answered with the entire group.

Correct Answer: C

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#### QUESTION 5

You are configuring an e-mail client to connect to your e-mail account. Which of following is required to set up the e-mail account?

- A. An HTTP address
- B. An FTP address
- C. ADNSserveraddress
- D. APOP3 address

Correct Answer: D

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