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QUESTION 1

In which two instances is it appropriate to use the customers first name? (Choose two.)

- A. During the initial interaction with the customer
- B. When the customer becomes irate
- C. During informal communication
- D. When you have established a good rapport with the customer

Correct Answer: CD

QUESTION 2

You have little or no expertise with a product. While speaking in a confident tone, what should you do to provide effective support?

- A. Determine priority/severity and collect/document the appropriate information
- B. Escalate to a manager to reassign the call
- C. Set a call back time and tell the customer you will review the call with an expert
- D. Inform the customer of the product limitations you are aware of, but assure them they will receive support

Correct Answer: A

QUESTION 3

Which statement best describes communication within a positive work environment?

- A. Peer-to-peer communication works best within the department
- B. Managers are responsible for initiating vertical communication
- C. Communication among all members of the organisation is maximised
- D. E-mail and automated communications mediums are used extensively

Correct Answer: C

QUESTION 4

For which two reasons is it important to have documented processes and procedures? (Choose two.)

- A. Justification for not meeting customer expectations



- B. Ensures consistent service
- C. Identifies areas out of policy
- D. Promotes adherence to policies

Correct Answer: BD

QUESTION 5

Which metric indicates how long a customer has to wait before talking to an analyst?

- A. Average talk time
- B. Average call time
- C. Average speed of answer
- D. Average capture time

Correct Answer: C

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