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QUESTION 1

What is the primary role of support service?

- A. To provide technical resolutions
- B. To track problems and bugs
- C. To provide the customer with a knowledge-base
- D. To provide quality assistance

Correct Answer: D

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

You finish a call with an irate customer, but you know the customer is not 100% satisfied with the resolution. What should you do next?

- A. Instruct another analyst to conduct follow-up
- B. E-mail an apology to the customer
- C. Notify your manager of the situation
- D. Wait and see if the customer calls back

Correct Answer: C

QUESTION 4

Which two techniques are important for keeping a customer focused? (Choose two.)

- A. Self-help systems



- B. Paraphrasing
- C. Open questions
- D. Closed questions

Correct Answer: BD

QUESTION 5

What are three characteristics of effective inter-departmental relationships? (Choose three.)

- A. Support of other departments even when they make a mistake
- B. Shared management responsibilities
- C. Treatment of others in your organisation as if they were your customer
- D. Shared information between departments within your organisation

Correct Answer: ACD

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