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QUESTION 1

Which two tools can be used to capture metrics in a support environment? (Choose two)

- A. Call logging system.
- B. ACD (Automatic Call Distributor).
- C. Spreadsheet.
- D. Instant messaging.

Correct Answer: AB

QUESTION 2

Which two are techniques for communicating cross culturally? (Choose two)

- A. Slow the pace at which you speak.
- B. Speak carefully and loudly.
- C. Tell the customer you are having some difficulty in understanding them.
- D. Ask lots of questions to check your understanding, even if it means interrupting them.

Correct Answer: AC

QUESTION 3

Which is a technique used in paraphrasing? (Choose 1)

- A. Using synonyms.
- B. Using parroting.
- C. Using the passive voice.
- D. Using complex sentence patterns.

Correct Answer: A

QUESTION 4

What are two commonly used problem identification methods for extracting information from customers? (Choose 2)

- A. Structured information gathering.
- B. Root cause discussions.



C. Unstructured information gathering.

D. Logical analysis.

Correct Answer: AC

QUESTION 5

What are the three best methods for building rapport among departments within the support organisation? (Choose three)

A. Active Networking.

B. Involvement in Project management.

C. Involvement in cross-functional teams.

D. Participation in company-wide events and initiatives.

Correct Answer: ACD

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