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QUESTION 1

Which management task ensures the highest levels of customer satisfaction?

- A. performing random telephone surveys with customers, and then recording the responses
- B. performing reviews of customer survey responses
- C. evaluating customer responses against standards, and then making process changes
- D. performing periodic reviews of satisfaction survey responses

Correct Answer: C

QUESTION 2

Which three metric calculations impact customer satisfaction? (Choose three.)

- A. Average After Call Work Time
- B. Abandonment Rate
- C. Averaged Speed of Answer
- D. Average Talk Time
- E. First Call Resolution Rate

Correct Answer: BCE

QUESTION 3

Your support organization has 20 frontline analysts. The Call Management System produces performance reports that show the amount of time each analyst is on the phone, performing wrap-up work, and not available. Reports also show the number of calls taken and the average talk-time per agent. Based on these reports, what should the manager do to improve the support organization's performance?

- A. recognize and reward the individual who handles the most calls
- B. publish a list of agents ranked by who has the most talk time
- C. recognize and reward the individual who has the least "not available" time
- D. publish trend reports for the group as a whole

Correct Answer: D

QUESTION 4



If individual performance problems continue for an extended time, the Help Desk manager may need to resort to positive discipline. Positive discipline places responsibility for appropriate performance on the_____ .

- A. Human Resources Director
- B. manager
- C. employee
- D. employee\\'s colleagues

Correct Answer: C

QUESTION 5

Which three statements about effective inter-departmental relationships are true? (Choose three.)

- A. You treat people in your organization as if they were your customer.
- B. Other departments are supported even when they make a mistake.
- C. Information is shared among departments within your organization.
- D. Management responsibilities are shared.

Correct Answer: ABC

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