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QUESTION 1

What should the Help Desk manager attend to in order to better understand the needs and feelings of others? (Choose two.)

- A. past performance problems
- B. verbal communications
- C. written documentation
- D. non-verbal communications

Correct Answer: BD

QUESTION 2

Which traits should a Help Desk manager look for in an analyst to determine if the analyst can effectively multitask?

- A. takes chances and switches topics
- B. changes perspectives often and is self sufficient
- C. takes the initiative and is creative
- D. handles stress and prioritizes

Correct Answer: D

QUESTION 3

A customer could not get through to a support representative when calling the Help Desk in the morning. He had to call back later. Which metric captures this situation?

- A. Time in Queue
- B. Average Speed of Answer
- C. Abandonment Rate
- D. First Call Resolution Rate

Correct Answer: C

QUESTION 4

Which two techniques are effective in preventing or eliminating customer conflict? (Choose two.)

- A. maintaining normal voice modulation with the customer



- B. matching voice modulation with the customer
- C. empathizing with the customer during problem resolution
- D. instructing the customer in problem resolution

Correct Answer: AC

QUESTION 5

What contributes most to creative and effective problem solving?

- A. practice
- B. technical training
- C. education
- D. standard resolutions

Correct Answer: A

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