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| **HELP DESK** |
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| 1)  | Which of the following in **not** included in an incident report? |
|  | A) a description of the incident |
|  | B) a unique identification number assigned to the incident, for tracking |
|  | C) the birthdate of the person reporting the incident |
|  | D) the date and time the incident is reported |

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| 2)  | One way to promote the image of the support center is by \_\_\_\_\_. |
|  | A) quickly end the call |
|  | B) answer the call with a monotonous tone |
|  | C) providing customers with accurate information |
|  | D) provide the customer with a best guess |

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| 3)  | Motivators or drivers that cause customers to seek out specific types of products or services driven by marketing are \_\_\_\_\_. |
|  | A) wants |
|  | B) service options |
|  | C) needs |
|  | D) stimulators |

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| 4)  | Most hardware devices that malfunction today are \_\_\_\_\_. |
|  | A) rebuilt |
|  | B) repaired |
|  | C) replaced |
|  | D) not needed |

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| 5)  | The first few sentences in a support incident that introduce an agent, form the basis for the first impression of the support service by the user, and get the incident-resolution process started on a positive note is the \_\_\_\_\_. |
|  | A) body of the message |
|  | B) greeting |
|  | C) script |
|  | D) conclusion |

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| 6)  | The first step for problem solving is \_\_\_\_\_. |
|  | A) understanding everyone’s interest |
|  | B) identifying the issues |
|  | C) documenting agreements |
|  | D) evaluating options |

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| 7)  | The process for reducing customer emotion in situations when frustration or anger exists is the \_\_\_\_\_ model. |
|  | A) emotion-reducing |
|  | B) problem-solving |
|  | C) diffusing |
|  | D) total quality control |

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| 8)  | A feature of a Website where a writer posts messages and invites members of a user community to comment on them is a \_\_\_\_\_. |
|  | A) network |
|  | B) chat room |
|  | C) private communication |
|  | D) user forum |

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| 9)  | Actively listening to an angry customer \_\_\_\_\_. |
|  | A) distracts them from their issue |
|  | B) tends to eliminate conflict |
|  | C) makes the situation worse |
|  | D) increases the level of conflict |

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| 10)  | ACD stands for \_\_\_\_\_. |
|  | A) automatic call development |
|  | B) alternate call distribution |
|  | C) automatic call distribution |
|  | D) alternate current distribution |

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| 11)  | A value of using monitoring programs in a call center is the ability to \_\_\_\_\_. |
|  | A) provide defense for issues |
|  | B) identify poor grammar |
|  | C) identify areas of improvement for processes and individuals |
|  | D) listen to customers complaints |

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| 12)  | Customer service representatives must be prepared to deal with \_\_\_\_ from customers. |
|  | A) disappointment |
|  | B) emotion |
|  | C) ALL ANSWERS ARE CORRECT |
|  | D) anger |

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| 13)  | A state of mental or emotional strain or tension resulting from adverse or very demanding circumstances is \_\_\_\_\_. |
|  | A) distraction |
|  | B) anger |
|  | C) confusion |
|  | D) stress |

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| 14)  | To help reduce the number of obstacles and difficulties you encounter, you should \_\_\_\_\_. |
|  | A) meditate |
|  | B) take many breaks |
|  | C) develop a positive service attitude |
|  | D) do as little as possible |

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| 15)  | Time management does **not**mean \_\_\_\_\_. |
|  | A) making a to do list |
|  | B) saying no to some obligations |
|  | C) understanding your most productive time |
|  | D) eliminating social time |

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| 1) | C |
| 2) | C |
| 3) | C |
| 4) | C |
| 5) | B |
| 6) | B |
| 7) | A |
| 8) | D |
| 9) | B |
| 10) | C |
| 11) | C |
| 12) | C |
| 13) | D |
| 14) | C |
| 15) | D |