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QUESTION 1

Which approach is preferable when responding to a customer?

A. Use acronyms that are commonly used in the industry

B. Use vocabulary to match the customer\\'s level of knowledge

C. Use industry terminology to educate the customer

D. Use the simplest terminology that is understood by all levels of knowledge

Correct Answer: B

QUESTION 2

Which question allows you to determine whether or not your customer is logged on to the network?

A. What is your login ID?

B. Are you logged on to the network?

C. Can you access e-mail?

D. Which drives are displayed on your computer?

Correct Answer: D

QUESTION 3

What is the number one goal of support services?

A. To give technical support to anyone who calls

B. To resolve all calls requiring technical support

C. To keep the customer performing at the highest level possible

D. To obtain information for any questionsthat are asked

Correct Answer: C

QUESTION 4

Which technique will best optimise talk time?

A. Analyst uses business language

B. Analyst adjusts to customer pace and competence level Analyst adjusts to customer?pace and competence level

C. Analyst asks clarifying questions

D. Customer should be prepared to actively listen

Correct Answer: B

QUESTION 5

You are new to the help desk and are asked a question you cannot answer. Which two actions should you take? (Choose two.)

A. Suggest that the customer ask a peer

B. Ask a peer

C. Escalate the problem

D. Use reference documentation

Correct Answer: BD

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