

## HELP DESK

- 1) Which of the following is **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
  
- 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
  
- 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
  
- 4) Most hardware devices that malfunction today are \_\_\_\_\_.
  - A) rebuilt
  - B) repaired
  - C) replaced
  - D) not needed
  
- 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
  
- 6) The first step for problem solving is \_\_\_\_\_.
  - A) understanding everyone's interest
  - B) identifying the issues
  - C) documenting agreements
  - D) evaluating options

- 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
- 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
- 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
- 10) ACD stands for \_\_\_\_\_.
- A) automatic call development
  - B) alternate call distribution
  - C) automatic call distribution
  - D) alternate current distribution
- 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
- 12) Customer service representatives must be prepared to deal with \_\_\_\_\_ from customers.
- A) disappointment
  - B) emotion
  - C) ALL ANSWERS ARE CORRECT
  - D) anger

- 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
- 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
- 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

- 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