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QUESTION 1

Which statement best describes a problem?

- A. A problem is a group of incidents that recur occasionally.
- B. A problem is a group of incidents with different symptoms.
- C. A problem is a significant incident with an unknown cause.
- D. A problem is a single incident with a known solution.

Answer: C

QUESTION 2

Which of the following is most likely to be a barrier to communication?

- A. The customer ability to use self-help systems.
- B. The customer previous experience with the Support Centre.
- C. The customer position in the business.
- D. The level of support provided by the Support Centre.

Answer: B

QUESTION 3

What is the most important reason for using customer satisfaction surveys?

- A. Customer satisfaction surveys allow customers to say what they really think without offending Support Centre staff.
- B. Customer satisfaction surveys help to determine if customer service expectations are being met.
- C. Customer satisfaction surveys provide an accurate set of management reports on SLA performance.
- D. Customer satisfaction surveys provide information that can be used to assess blame for problems.

Answer: B

QUESTION 4

Certkiller .com calls with a problem you know they could solve using the Support Centre web site. What is a best practice for encouraging the customer to try self-help?

- A. Ask if they have tried the website and give them the answer.
- B. Respectfully talk them through the self-help process.
- C. Send them an e-mail with a link to the web site.
- D. Tell them that the answer is on the web site and give them the URL.

Answer: B

QUESTION 5

What is the most important reason why Support Centres monitor incidents?

- A. Incident monitoring is done by all good Support Centres.
- B. Incident monitoring is an ITIL best practice.
- C. Incident monitoring is the Support Centre primary function.
- D. Incident monitoring results in improved quality of services.

Answer: D

QUESTION 6

When is it most appropriate to escalate an incident to a manager?

- A. Escalate an incident if the customer begins to complain.
- B. Escalate an incident the customer is emotional.
- C. Escalate an incident if the customer requests to speak to a manager.
- D. Escalate an incident if the Support Centre is short of staff.

Answer: C

QUESTION 7

What is a best practice for negotiating with Certkiller .com?

- A. Look at the problem from the customer perspective.
- B. Only provide a service that is included in the SLA.
- C. Strictly follow the Support Centre policies.
- D. Transfer the customer to your supervisor if they disagree with you.

Answer: A

QUESTION 8

Which is a best practice for dealing with stress?

- A. Drink more water.
- B. Ignore the stress.
- C. Take short naps when you can.
- D. Talk to someone about your concerns.

Answer: D

QUESTION 9

Which statement best describes a team?

- A. A team is a forum for creativity and self expression.
- B. A team is a group of people working to accomplish the same goals.
- C. A team is a group of strong personalities.

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