Question 1

Which best describes your responsibility in supporting customers?

Options:

A- Decide which calls are correctly processed by level 2 support.

B- Ensure that analysts close all calls.

C- Screen calls that are received by the Service Desk.

D- Work to achieve priorities set by customers.

Answer:

C

Question 2

A customer calls with a problem you know they could solve using the Service Desk web site. What is a best practice for encouraging the customer to try self-help?

Options:

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 3

Question Type: **MultipleChoice**

Which of the following is a common quality assurance practice in a Service Desk?

A- Automatic Incident numbering.

B- Call monitoring.

C- Employee satisfaction surveys.

D- Time management audits.

Answer:

B

Question 4

Question Type: MultipleChoice

Which metric is used to measure the average amount of time that a customer waits before a call is answered?

Options:

A- Abandon before answer.

B- Availability.

C- Average speed to answer.

D- First contact resolution.

Answer:

C

Question 5

Question Type: **MultipleChoice**

What is the best definition of stress?

Options:

A- Stress is a natural reaction that can have a positive or negative effect.

B- Stress is an emotional condition that should always be avoided.

C- Stress is what happens towards the end of a difficult shift.

D- Stress is an attitude that someone gets when overworked.

Answer:

A

Question 6

Question Type: **MultipleChoice**

What is the most likely benefit of effective call management?

Options:

A- Call management creates new service goals.

B- Call management ensures that rules for communication are followed.

C- Call management establishes you as the preferred contact.

D- Call management makes the best use of the call time.

Answer:

D

Question 7

Which is an example of data that must be protected by security policies?

Options:

A- Department addresses.

B- General telephone numbers.

C- Head office marketing handouts.

D- Personal information.

Answer:

D

Question 8

What is a best practice for assigning a priority level for an Incident?

A- Assign a priority level based on how much the customer complains.

B- Assign a priority level based on how well you know the caller.

C- Assign a priority level based on the business impact of the Incident.

D- Assign a priority level based on the number of PCs in the department.

Answer:

C

Question 9

Question Type: **MultipleChoice**

Which statement best illustrates the concept of providing consistent service?

A- Answer all calls within 15 seconds or 3 rings.

B- Escalate all calls within 10 minutes if no answer is available.

C- Give each customer an answer on first contact.

D- Provide all callers with the same quality of service.

Answer:

D

Question 10

Question Type: **MultipleChoice**

What is the best reason for displaying a good service attitude?

Options:

A- Displaying a good service attitude will create a positive impression of the Service Desk.

B- Displaying a good service attitude will help meet service levels.

C- Displaying a good service attitude will improve customer performance.

D- Displaying a good service attitude will reflect well in your performance evaluations.

Answer:

A

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