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QUESTION 1

Which metric indicates how long a customer has to wait before talking to an analyst?

- A. Average talk time
- B. Average call time
- C. Average speed of answer
- D. Average capture time

Correct Answer: C

QUESTION 2

Which statement about successful team players is true?

- A. They desire continued acceptance by the group
- B. They impose ideas and values on others
- C. They encourage member input in decisions
- D. They change attitudes to conform to group standards

Correct Answer: C

QUESTION 3

What are two benefits of encouraging customers to follow standard procedures? (Choose two.)

- A. Keeps customers up-to-date on new applications
- B. Results in customers calling less frequently
- C. Helps customers make better decisions
- D. Improves quality and accuracy

Correct Answer: CD

QUESTION 4

You are having a trouble understanding a customer with a strong accent. The first thing you should do is ?

- A. Find someone else who can understand the customer better
- B. Inform the customer that you cannot understand them and there is nothing you can do to help them

- C. Ask the customer is there is someone else in theirorganisation for you to talk to
- D. Tell the customer you are having difficulty understanding them

Correct Answer: D

QUESTION 5

Which three media can be used to conduct surveys? (Choose three.)

- A. The Internet
- B. E-mail
- C. Personal interviews
- D. A suggestion box

Correct Answer: ABC

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