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QUESTION 1

Which two are techniques for communicating cross culturally? (Choose two)

A. Slow the pace at which you speak.

B. Speak carefully and loudly.

C. Tell the customer you are having some difficulty in understanding them.

D. Ask lots of questions to check your understanding, even if it means interrupting them.

Correct Answer: AC

QUESTION 2

What are two commonly used problem identification methods for extracting information from customers? (Choose 2)

A. Structured information gathering.

B. Root cause discussions.

C. Unstructured information gathering.

D. Logical analysis.

Correct Answer: AC

QUESTION 3

A customer calls and cannot print anything. The help desk does not know if the cause of the problem is at the desktop, printer, or network. Which is the best question to ask? (Choose 1)

A. What application are you trying to print from?

B. Can anyone else print to the printer?

C. Is your printer LAN connected?

D. Is your printer networked?

Correct Answer: B

QUESTION 4

Which are two characteristics of active listeners? (Choose two)

A. They acknowledge the customer.

B. They restate/paraphrase to ensure understanding.

C. They understand that evidence and reasoning are critical.

D. They know the process for escalating a problem.

Correct Answer: AB

QUESTION 5

The question, "Has this ever worked before?" is an example of which step in the problem solving process? (Choose 1)

A. Identify customer assumptions.

B. Identify possible causes of the problem.

C. Prioritise possible causes of the problem.

D. Validate the problem statement.

Correct Answer: B

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