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QUESTION 1

You are a help desk analyst and you are having difficulty understanding a customer from another country. What is the best action for you to take? (Choose 1)

A. Ask the customer if there is someone else who speaks your language more fluently who could assist.

B. Tell the customer you will send him a user manual.

C. Tell the customer you are sorry but you cannot understand him, and suggest he calls back another time.

D. Ask the customer to email you instead.

Correct Answer: A

QUESTION 2

You think one of your help desk analysts is suffering from stress. Which two physical signs best indicate the analyst is experiencing stress? (Choose two)

A. They have a pallid complexion.

B. They have a new wardrobe of clothes.

C. They often seem short of breath.

D. They bite their fingernails.

E. They seem tense and often have white knuckles.

Correct Answer: CE

QUESTION 3

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

A. They demonstrate sympathy.

B. They avoid using verbal attends.

C. They use the customer\\'s name.

D. They listen for, and recognise, emotion words.

Correct Answer: CD

QUESTION 4

What are the two most important points to remember in order to manage a call successfully? (Choose two)

A. Create a problem-solving work-flow.

B. Use the same terminology as the customer.

C. Clearly document the situation and the steps taken.

D. Give the customer something to do.

Correct Answer: BC

QUESTION 5

Which is the responsibility of a system administrator in a large corporate environment? (Choose 1)

A. Application capacity planning

B. Database installation

C. Network capacity planning

D. Operating system upgrades

Correct Answer: D

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