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QUESTION 1

Which two service parameters are normally addressed in a Service Level Agreement? (Choose two.)

A. products supported

B. training material

C. days and hours of service

D. call flows

Correct Answer: AC

QUESTION 2

Which three statements describe how to recruit and retain people who possess optimal skills and good personal traits? (Choose three.)

A. involve model team members in the interview and selection process

B. perform a job analysis to determine the required skills and temperament

C. review salary expectations in relation to departmental constraints

D. review your team\\'s structure for opportunities to leverage the skill mix

Correct Answer: ABD

QUESTION 3

Which statement about contract staffing is true?

A. Contract employees are not allowed to work hours that are not specifically defined by their company.

B. Contract employees receive more benefits than full-time employees.

C. Contract employees may hinder teamwork if they do not work closely with full-time employees.

D. Contract employees can only be let go by their company.

Correct Answer: C

QUESTION 4

Customer satisfaction surveys provide feedback on . (Choose two.)

A. corporate directives

B. how well you are fulfilling your mission

C. how to create levels of service that are negotiated and standardized

D. your Help Desk\\'s performance

Correct Answer: BD

QUESTION 5

What are two benefits of external outsourcing? (Choose two.)

A. It allows management to focus on the quality of the service provided rather than on the processes for delivering the service.

B. It improves teamwork.

C. It frees up space and equipment for internal growth.

D. It allows rapid improvement in support quality without impacting the customers being supported.

Correct Answer: AC

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