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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

When major system or application problems occur, which two tasks should the Help Desk perform to minimize the impact on customers? (Choose two.)

- A. direct all calls to voice mail
- B. escalate the problem
- C. notify the customer community
- D. provide updates on the resolution status

Correct Answer: CD

QUESTION 3

Monthly performance evaluations keep analysts informed of their performance. What are two other reasons a manager should use these evaluations? (Choose two.)

- A. to determine the proper temperament
- B. to determine the proper insourcing/outsourcing levels
- C. to establish the required Service Level Agreements
- D. to determine the required skills

Correct Answer: AD

QUESTION 4

Which three statements regarding the Help Desk and customer perceptions are true? (Choose three.)

- A. Mediocre service is generally acceptable if the customer likes you personally.

- B. A bad interaction can initiate a customer's split-second decision never to do business with you again.
- C. Mediocre service can cause a customer gradually to want to do business somewhere else.
- D. A positive interaction can initiate a customer's split-second decision to continue doing business with you.

Correct Answer: BCD

QUESTION 5

Your Help Desk is 24x7 and covers support for many areas throughout the country. An upcoming snow storm is expected to cause power outages. What helps you prepare for the upcoming days?

- A. UPS usage reports
- B. gap analysis reports
- C. call answer plans
- D. contingency plans

Correct Answer: D

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