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QUESTION 1

What is the primary purpose of an on-going (event) survey?

A. Evaluate customer satisfaction with products, services, and personnel

B. Determine employee bonuses

C. Measure individual analyst performance

D. Trend customer satisfaction between annual surveys

Correct Answer: D

QUESTION 2

An aggressive customer calls the help desk and demands an immediate resolution to a problem. Which three approaches should the creative analyst use to successfully manage the call? (Choose three.)

A. Slow the pace

B. Focus on the facts

C. Project confidence

D. Stay on target

E. Be less time-disciplined

Correct Answer: BCD

QUESTION 3

What are three important attributes of high-quality leaders? (Choose three.)

A. They encourage interest and curiosity among subordinates

B. They use authority and control to direct the subordinates

C. They provide a channel through which problems can be aired

D. They stimulate creativity and innovation among subordinates

Correct Answer: ACD

QUESTION 4

What is a key benefit of a knowledge-base system?

A. Requires lower maintenance

B. Saves time and money

C. Decreases network traffic

D. Increases call volume

Correct Answer: B

QUESTION 5

What are three characteristics of effective inter-departmental relationships? (Choose three.)

A. Support of other departments even when they make a mistake

B. Shared management responsibilities

C. Treatment of others in yourorganisation as if they were your customer

D. Shared information between departments within yourorganisation

Correct Answer: ACD

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