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QUESTION 1

Which three network outages should be assigned a high priority? (Choose three.)

- A. Customers report that they cannot receive credit card payments due to network connectivity loss
- B. Fifteen database developers have no network connectivity in their area of the building or floor
- C. A staff administrator reports the loss of Internet, mainframe, and e-mail access at his workstation within the last two hours
- D. One Ethernet segment is down with little to no data transmitting, and it is affecting a local marketing centre

Correct Answer: ABD

QUESTION 2

Which two are the primary purpose of an annual (periodic) survey? (Choose two.)

- A. Identify changes to products, services and processes
- B. Determine management bonuses
- C. Measure performance of individual analysts at the help desk
- D. Evaluate customer satisfaction with products, services, and personnel

Correct Answer: AD

QUESTION 3

Which two techniques are important for keeping a customer focused? (Choose two.)

- A. Self-help systems
- B. Paraphrasing
- C. Open questions
- D. Closed questions

Correct Answer: BD

QUESTION 4

What is inductive reasoning?

- A. Reasoning based on experience and intuition



- B. Reasoning based on logic and analysis
- C. Reasoning based on intuition and process of elimination
- D. Reasoning based on analysis and experience

Correct Answer: A

QUESTION 5

Which three approaches help create a positive business reputation? (Choose three.)

- A. Try to have a positive and memorable effect on every person you communicate with each day
- B. See what you can do to assist any co-worker who is unhappy or experiencing problems
- C. When you hear complaints about your organisation, change the subject
- D. Have a good attitude and never speak negatively about your organisation

Correct Answer: ABD

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