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QUESTION 1

Which statement best describes logical problem solving?

- A. Finding a workaround in the shortest possible time
- B. Organising a problem into a series of rational, orderly steps
- C. Applying a project management approach
- D. A reactive process

Correct Answer: B

QUESTION 2

What is the number one goal of support services?

- A. To give technical support to anyone who calls
- B. To resolve all calls requiring technical support
- C. To obtain information for any questions that are asked
- D. To keep the customer performing at the highest level possible

Correct Answer: D

QUESTION 3

In which three situations is escalating a call to management appropriate? (Choose three.)

- A. When you have little or no experience with the problem
- B. When you have exhausted all your available resources
- C. When the customer requests it
- D. When the service level agreement (SLA) requires it

Correct Answer: BCD

QUESTION 4

In which four circumstances is it appropriate to use open questions? (Choose three.)

- A. When you have exhausted your possibilities
- B. When your time is limited
- C. When you need to build rapport



D. When you need the customer to elaborate

Correct Answer: ACD

QUESTION 5

A customer calls and tells you that their problem is critical (high severity), however it is apparent to you that the problem is a low severity. What is the best way to handle the situation?

- A. Reset the customer expectation for low severity problemsReset the customer? expectation for low severity problems
- B. Refer the customer to the service level agreement (SLA)
- C. Assess the technical and business issues and negotiate until you and the customer agree
- D. Record the problem as a low severity

Correct Answer: C

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