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QUESTION 1

Which commonly used technology supports workflow management within a Call Management System?

- A. fax
- B. voice mail
- C. automated alerts
- D. broadcast messaging devices

Correct Answer: C

QUESTION 2

How can you provide direction in times of confusion or ambiguity?

- A. create a sense of trust in subordinates by not personally making decisions.
- B. Centralize communication to ensure that all team members get accurate information
- C. Authorize the team leader to conduct team building activities to strengthen team ties.
- D. Create a sense of control in subordinates by allowing team leaders to make critical decisions without Guidance.

Correct Answer: B

QUESTION 3

What is the best description of a briefing?

- A. A briefing is a one-on-one meeting with an employee.
- B. A briefing is a short meeting used to communicate status updates.
- C. A briefing is a team meeting that is held regularly.
- D. A briefing is a written update to senior management.

Correct Answer: B

QUESTION 4

What is the best description of a good leader?

- A. A good leader demands performance from the team.
- B. A good leader dictates to the team.



C. A good leader dominates the team.

D. A good leader inspires the team.

Correct Answer: D

QUESTION 5

What is a best practice for building trusting relationships with other support groups?

A. Honor commitments you have made.

B. Implement service level reporting.

C. Market the support center's accomplishments.

D. Participate in quality assurance testing for new releases.

Correct Answer: A

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