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QUESTION 1

What are two advantages of Computer Telephony Integration applications? (Choose two.)

- A. It enables intelligent routing of calls.
- B. The manual logging of call-related information can be used for invoicing purposes.
- C. It reduces costs by increasing productivity.
- D. It allows effective communication over the Internet.

Correct Answer: AC

QUESTION 2

What should the Help Desk manager do to be a good listener? (Choose three.)

- A. be sensitive to the feelings of the speaker
- B. re-interpret the message based on external input
- C. carefully craft your responses to questions
- D. make an effort to hear precisely what is being said
- E. insert personal experiences into the conversation
- F. note the speaker's non-verbal cues

Correct Answer: ADF

QUESTION 3

What are two benefits of protecting and enhancing the image of the Help Desk? (Choose two.)

- A. reduced resolution rates
- B. timely call avoidance
- C. improved employee morale
- D. potential business growth

Correct Answer: CD

QUESTION 4

You are supporting someone from a different culture. How can you improve your communication? (Choose three.)



- A. speak slowly and loudly
- B. encourage the person to ask for clarification
- C. use proper/standard language expressions (eliminate slang)
- D. pause to verify understanding

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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