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**QUESTION: 110**

How can being empathetic to the customer benefit the Support Centre?

- A. Being empathetic allows you to express your feelings.
- B. Being empathetic creates a rapport with the customer.
- C. Being empathetic increases first contact resolution.
- D. Being empathetic permits the customer to vent.

**Answer: B**

**QUESTION: 111**

What is a best practice for helping Troytec.com who feels inconvenienced?

- A. Allocate the blame appropriately.
- B. Apologise for any poor service the customer received.
- C. Escalate the call to your supervisor.
- D. Pass the call to a technical specialist.

**Answer: B**

**QUESTION: 112**

What is the most important role of support centre services?

- A. Support centre services provides technical solutions to all calls.
- B. Support centre services serves as the customer single point of contact.
- C. Support centre services educates customers about application software.
- D. Support centre services provides the customer with a department to blame.

**Answer: B**

**QUESTION: 113**

What is the most important reason for logging all incidents?

- A. Logging all incidents allows you to fill all the fields in the incident management system.
- B. Logging all incidents creates a personal database.
- C. Logging all incidents creates an audit trail.
- D. Logging all incidents helps you prove that you were right.

**Answer:** C

**QUESTION:** 114

What is the best reason for using paraphrasing?

- A. Using paraphrasing gives the customer a chance to tell you if you have understood them.
- B. Using paraphrasing increases the customer knowledge of technical terminology.
- C. Use paraphrasing to repeat the customer words back to them.
- D. Use paraphrasing to tell the customer what they should have done.

**Answer:** A

**QUESTION:** 115

What is the best reason for reporting all security compromises?

- A. Reporting security compromises aids in apprehending and prosecuting offenders.
- B. Reporting security compromises demonstrates that the security policy is working.
- C. Reporting security compromises facilitates the monitoring of security policies.
- D. Reporting security compromises helps prevent similar breaches in the future.

**Answer:** D

**QUESTION:** 116

Which statement best describes unsuccessful teams?

- A. Unsuccessful teams are proactive.

- B. Unsuccessful teams contain unmotivated team members.
- C. Unsuccessful teams have sufficient time to perform tasks.
- D. Unsuccessful teams set clear goals.

**Answer:** B

**QUESTION:** 117

What type of question will best encourage Troytec.com to talk more about their incident?

- A. Closed questions.
- B. Open questions.
- C. Technical questions.
- D. Personal questions.

**Answer:** B

**QUESTION:** 118

What should you do if you are helping Troytec.com who has difficulties in communicating because of language differences?

- A. Let the team know about this problem call.
- B. Ask the customer to write their question down.
- C. Tell the customer to call back later.
- D. Transfer the call to a supervisor.

**Answer:** B

**QUESTION:** 119

What is a best practice for acknowledging Troytec.com feelings?

- A. Agree with the customer comments about the Support Centre.
- B. Include the customer in the resolution process.
- C. Reprimand the customer for their tone of voice.
- D. Tell the customer that they have a serious incident.

**Answer:** B

**QUESTION:** 120

Which of the following techniques is the best one for reducing and eliminating conflict during a call?

- A. Match the customer attitude.
- B. Refrain from interrupting the customer.
- C. Stop using the customer name.
- D. Tell the customer you feel sorry for them.

**Answer:** B

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