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QUESTION 1

What are three ways to maintain a balanced and positive outlook when adapting to new situations, priorities, or demands? (Choose three.)

A. identify trends in service, and then develop resources to meet those trends

B. create a personal network of advisors with whom you can share problems and concerns

C. concentrate on common goals during times of disagreement

D. develop interests outside of work to provide a stress-free zone

Correct Answer: BCD

QUESTION 2

How can you motivate others to seek guidance?

A. use personal visits as an opportunity for employee feedback, support, and mentoring

B. provide incentives that are challenging yet attainable

C. emphasize changing behaviors rather than people

D. evaluate performance of team members and provide support to facilitate optimum performance

Correct Answer: A

QUESTION 3

Which two techniques are effective in preventing or eliminating customer conflict? (Choose two.)

A. maintaining normal voice modulation with the customer

B. matching voice modulation with the customer

C. empathizing with the customer during problem resolution

D. instructing the customer in problem resolution

Correct Answer: AC

QUESTION 4

What should you do to ensure that your Help Desk support strategies align with the organization being supported?

A. consider the impact of the proposed services on the success of the organization as a whole

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B. propose the highest level of support possible

C. study best practices for top performing organizations and set your strategies accordingly

D. minimize cost

Correct Answer: A

QUESTION 5

Call volume increases whenever a new release of software is deployed, causing an increase in the Abandonment Rate. You have decided to increase staff for the new release scheduled to rollout in three months. What helped you make your decision? (Choose two.)

A. change management

B. workforce scheduling

C. quality assurance

D. disaster recovery

E. trend analysis

Correct Answer: BE

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