

Help Desk

- 1) To raise an incident from one level to another is known as:
 - a. triumvirate
 - b. deliberate
 - c. negotiate
 - d. escalate

Competency: Help Desk operations

- 2) This sends calls to another agent queue when one queue is long or calls have been in a queue longer than a pre-defined time period.
 - a. overflow routing
 - b. queue timing
 - c. call accounting
 - d. skill set distribution

Competency: Help Desk operations

- 3) To recognize learning as the labor of the Information Age refers to:
 - a. synthesizing work and outcome
 - b. remaining stagnant in the Information Age
 - c. affording a hybrid approach to technology
 - d. taking the time and energy to continually update and improve knowledge and skills

Competency: Help Desk setting

- 4) What type of lighting is used to spotlight desk tasks such as writing and reading and also can be used to reduce high contrast of light and dark areas in a workspace?
 - a. task
 - b. ambient
 - c. diffused
 - d. fluorescent

Competency: Help Desk setting

5) What is the end result of a needs analysis project?

- a. I-P-O chart
- b. terminal procedure
- c. deliverable
- d. Gantt chart

Competency: Information component: Help Desk performance measures

6) A ____ is a replacement for one or a few modules of software package to fix known bugs.

- a. version
- b. patch
- c. replacement
- d. upgrade

Competency: Information component: Help Desk performance measures

7) What is a telephone technology that answers and routes calls?

- a. voice mail router
- b. automatic call distributor
- c. traffic management system
- d. telephone response system

Competency: Introduction to Help Desk concepts

8) Which one of the following asks customers to provide feedback on recently obtained support services?

- a. customer profile survey
- b. customer change form
- c. customer satisfaction survey
- d. customer service order form

Competency: Introduction to Help Desk concepts

9) Which one of the following is **not** a strategy for handling a difficult customer?

- a. immediately transfer to a supervisor
- b. listen actively
- c. let the customer vent
- d. acknowledge the customer's emotional state

Competency: People component

10) Specific, objective, quantifiable data about the user support or help desk operations is called:

- a. performance statistics
- b. benchmarks
- c. industry surveys
- d. industry averages

Competency: Process component

ANSWER KEY

- 1. D
- 2. A
- 3. D
- 4. A
- 5. C
- 6. B
- 7. B
- 8. C
- 9. A
- 10. A