

Customer Service

1). Feedback helps to _____.

- (A) improve the service
- (B) modify the process or system
- (C) meet customer satisfaction better
- (D) all of the above

Correct Answer : D

2). Probing questions helps you _____.

- (A) to identify customer's specific needs
- (B) to learn customer's pain point
- (C) to introduce yourself well to the customer
- (D) building trust so you can receive honest feedback

Correct Answer : A

3). Which of the following should be avoided during probing?

- (A) Interrupting the customer
- (B) Listening carefully
- (C) Repeating
- (D) Summarizing

Correct Answer : A

4). It is best to ask _____ questions when asking questions.

- (A) open and close ended
- (B) rude
- (C) personal
- (D) sensitive

Correct Answer : A

5). What actions should be taken after getting to know customer suggestions/problems?

- (A) Ask, Solve
- (B) Ask, Act, Categorize
- (C) Ask, Categorize, Act, Followup
- (D) Ask, Followup

Correct Answer : C

6). Based on the information that you get through probing, you will be in a better position to make _____.

- (A) proper product suggestions
- (B) effective problem solving
- (C) build friendship
- (D) no progress

Correct Answer : A

