

**Exam Code:** qq0-400

**Exam Name:** hdi qualified customer support  
specialist(css)

**Vendor:** HDI Worldwide

**Version:** DEMO

## **Part: A**

1: What is the best action to take when sharing a workspace?

- A.Keep a log of daily activities to share with next shift.
- B.Label all of your personal property.
- C.Refrain from loading personal software onto computer equipment.
- D.Shut down the computer equipment at the end of each shift.

**Correct Answers: C**

2: Which statement best describes a good leader?

- A.Good leaders demonstrate absolute control over their teams.
- B.Good leaders do not need to offer incentives.
- C.Good leaders encourage initiative.
- D.Good leaders make all the decisions for their staff.

**Correct Answers: C**

3: Which is an example of data that must be protected by security policies?

- A.Department addresses.
- B.General telephone numbers.
- C.Head office marketing handouts.
- D.Personal information.

**Correct Answers: D**

4: What is a best practice to use when placing a customer on hold?

- A.Document your actions in the incident record.
- B.Ensure that the hold music is working.
- C.Provide a valid reason for putting the customer on hold.
- D.Set a reminder so that you don't forget the customer.

**Correct Answers: C**

5: 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.

**Correct Answers: B**

6: What is the most important reason for using customer satisfaction surveys?

- A.Customer satisfaction surveys allow customers to say what they really think without offending Support Centre staff.
- B.Customer satisfaction surveys help to determine if customer service expectations are being met.
- C.Customer satisfaction surveys provide an accurate set of management reports on SLA performance.

D.Customer satisfaction surveys provide information that can be used to assess blame for problems.

**Correct Answers: B**

7: What is the major difference between problem management and incident management?

A.Incident management and problem management are the same.

B.Incident management aims to get people back to work quickly and problem management tries to stop incidents from recurring.

C.Incident management aims to prevent problems from occurring in the first place, and problem management solves problems.

D.Incident management is used first, and problem management is used if incident management does not work.

**Correct Answers: B**

8: What is the best reason for using proper grammar and spelling when documenting incidents?

A.Not using proper grammar and spelling is sloppy.

B.Not using proper grammar and spelling will anger the customer.

C.Using proper grammar and spelling is professional.

D.Using proper grammar and spelling will impress your supervisor.

**Correct Answers: C**

9: What is a best practice for effective cross-cultural communication?

A.Ask open questions.

B.Increase the pace of the call.

C.Repeat everything that the customer says.

D.Use proper language expressions.

**Correct Answers: D**

10: A customer calls with a problem you know they could solve using the Support Centre web site. What is a best practice for encouraging the customer to try self-help?

A.Ask if they have tried the website and give them the answer.

B.Respectfully talk them through the self-help process.

C.Send them an e-mail with a link to the web site.

D.Tell them that the answer is on the web site and give them the URL.

**Correct Answers: B**

11: Which metric is used to measure the average amount of time that a customer waits before a call is answered?

A.Abandon before answer.

B.Availability.

C.Average speed to answer.

D.First contact resolution.

**Correct Answers: C**

12: What type of question will best encourage a customer to talk more about their incident?

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

**Correct Answers: B**

13: What is the best reason for providing status updates to your customers?

- A. Providing status updates demonstrates sympathy for the customer.
- B. Providing status updates ensures that you control the call.
- C. Providing status updates is required by the SLA.
- D. Providing status updates reduces the number of inbound calls.

**Correct Answers: D**

14: Which of the following is most likely to be a barrier to communication?

- A. The customer ability to use self-help systems.
- B. The customer previous experience with the Support Centre.
- C. The customer position in the business.
- D. The level of support provided by the Support Centre.

**Correct Answers: B**

15: What is the best reason for using a standard greeting when answering telephone calls?

- A. Using a standard greeting complies with Support Centre standards.
- B. Using a standard greeting ensures consistent service.
- C. Using a standard greeting makes the customer feel humble.
- D. Using a standard greeting prevents individuals developing their own greetings.

**Correct Answers: B**