



[HDI qq0-400](#)

Exam Name: hdi qualified customer support specialist(css)

Q & A : 120 Q&As

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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.

Answer: C

2. What is the best description of process management?

- A. Process management is accomplishing tasks that we can test, report, and improve upon.

- B. Process management is a formal concept that we work with.
- C. Process management is a set of rules that can never be bent or broken.
- D. Process management is red tape that prevents creativity.

Answer: A

3. 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.

Answer: 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.

Answer: C

5. 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.

Answer: B

6. Which statement best illustrates the concept of providing consistent service?

- A. Answer all calls within 15 seconds or 3 rings.
- B. Escalate all calls within 10 minutes if no answer is available.
- C. Give each customer an answer on first contact.
- D. Provide all callers with the same quality of service.

Answer: D

7. 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.

Answer: D

8. What is the most important benefit of being empathetic towards your customers?

- A. Your customers will know that you feel sorry for them.
- B. Your customers will know that you can fix their problem for them.
- C. Your customers will know that you understand how they feel.
- D. Your customers will want to talk to you whenever they call.

Answer: C

9. 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.

Answer: B

10. 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.

Answer: C

11. What is a best practice to use to disengage from a customer?

- A. Tell the customer the office is closing and you will call them tomorrow.
- B. Tell the customer your queue is backing up.
- C. Transfer the call to your supervisor.
- D. Use closed questions.

Answer: D

12. 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.

Answer: C

13. Why is it important for you to demonstrate confidence when dealing with others?

- A. Demonstrating confidence establishes credibility with customers.
- B. Demonstrating confidence increases first contact resolution.
- C. Demonstrating confidence maximises talk time.
- D. Demonstrating confidence minimises conflicts with customers.

Answer: A

14. 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.

Answer: B

15. 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.

Answer: B

16. 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.

Answer: D

17. 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

18. 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.

Answer: C

19. 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.

Answer: B

20. 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.

Answer: B

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