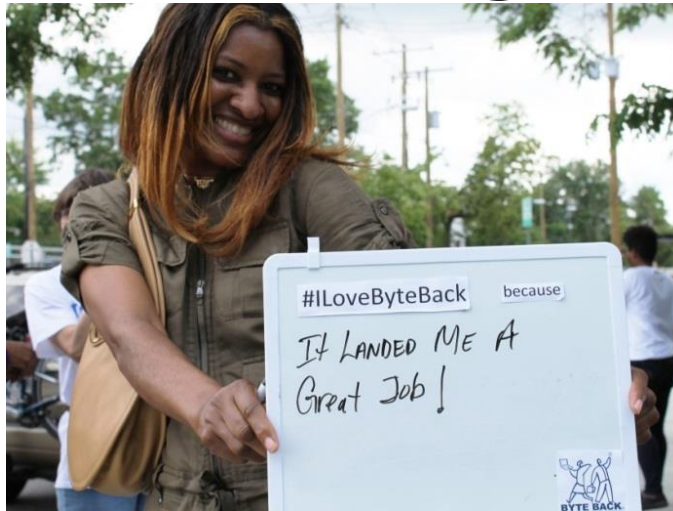


HDI Desktop Support Technician Training




Unit 5 & 6 Quiz Review

Which of the following do you NOT need to heavily focus on in phone communication?

- Tone
- Inflection
- Paraphrasing
- ☒ • Body Language

NOTE: On the phone, tone/inflection accounts for 85% of your interaction, with words making up 15%. Paraphrasing is always a good technique to apply to assure you are on the same page as the customer.

Which of the following is NOT a technique to effectively communicate across cultures?

- Asked closed-ended questions to verify understanding
- Moderate the pace of the conversation
- Let customers know if you have any difficulty understanding them
-  Mimicking the customer's accent

NOTE: This is referencing a section in the course on communication across cultures. Mimicking a person's accent will be seen as insulting. Below are the main steps described:

- Listen actively
- Match customer's communication style
- Avoid slang
- Moderate the pace of the conversation
- Let customers know if you have difficulty understanding them
- Pause to consider what is being said
- Encourage customer to ask for clarification
- Use close ended question to verify understanding

If a customer is having trouble following directions over the phone, the best approach would be to:

- Tell them to call back later
- Paint visual diagrams and pictures with them with your words
- Escalate the issue
- Administer a satisfaction survey

Competency 5.18.3: Match a customers' community style by

- Understanding the customer's level of proficiency
- Match customer's vocal elements, if when/appropriate
- Matching customer's vocabulary
- Using same level of technical terminology as the customer

NOTE: If someone is having trouble understanding tasks, they may not be an Auditory communicator/learner, but a Visual communicator/learner, so therefore you'd be more descriptive. No other answer would help them better understand instructions. And an escalation is not needed because there's no indication a specialist is needed.

Which of the following phrases would be appropriate in a helpdesk ticket?

- Watch out, this guy has no idea what he's doing
- The customer asked too many questions
- ☒ • The customer raised their tone and did not answer questions
- This customer is better suited for more patient respondents

NOTE: Descriptions of customer behavior should be written in an objective, factual manner. All documentation should meet the journalism standard, stating just relevant facts and not opinions.


With the first choice, you are making a judgment on the customer's knowledge.

With the second choice, by stating the customer asked "too many" questions, you are giving your own opinion.

The third choice remains objective and factual.

With the fourth choice, you are also making a judgment on the customer's attitude.

A transfer when you keep the customer on the phone and conference in a third party without an introduction is called a(n):

- Cold Transfer
- Warm Transfer
-  Hot Transfer
- Automated Call Distribution

NOTE: Once again, this boils down to knowing the different types of transfers.

Cold Transfer: When I transfer a call to another person without any introduction. This is bad because it would require the transferred staff to ask all the questions already explained to you. Also, it can result in the customer getting the voicemail of the other staff.

Warm Transfer: This is when you connect privately with the staff to whom you are transferring, before transferring the customer. This prevents repeat questions to the customer, and allows you to prep the transferred staff.

Hot Transfer: This is when you automatically connect in the new staff while the customer is there. This isn't ideal because it doesn't allow you to prep the transferred staff. For example, you couldn't say something like "The customer tends to cut you off." Or the new staff may not realize the customer is there, and speak out of line.

If you need to escalate a call to a higher authority (Such as a supervisor), this would be called a(n):

- Functional Escalation
- ☒ Hierarchical Escalation
- Upward Escalation
- Specialist Escalation

Competency 5.23.1:

- Functional Escalation: moving an incident or service request laterally to a specialist more appropriate to an incident
- Hierarchical Escalation: moving an incident or service request upwards to a higher authority.

NOTE: Think of functional escalation as moving something to a higher tier level. A hierarchical escalation is moving it up to a manager (not a more advanced specialist) to deal with things such as breaches of SLA or complaints. Another reason a hierarchical escalation may occur is that the level is so complicated, it cannot be resolved in time by the company, so that manager needs to know. Simply put, functional escalation means a higher tier, and hierarchical escalation means a manager or Supervisor comes in.

Which of the following should you try to avoid in written communication?

- Using the word "we"
- Using clear, concise, business language
- Focusing on impact
- Acronyms



Competency 5.16.8: When interacting with a customer, avoid:

- Asking the customer to repeat information that has already been documented
- Answer a call or page during an onsite visit with a customer
- Expressing negative opinion about other people, teams, or departments
- Speaking too quickly and not fully explaining the incident or resolution
- Eating food or chewing gum
- **Using acronyms**, slang, regional expressions, and terms of endearment
- Being drawn into an argument with a frustrated customer
- Invading personal space
- Taking over customer's workstation before asking permission or before allowing customer to save their work

NOTE: A best practice mentioned is to avoid using "you" in e-mails, as it can come off accusatory. Using "we" is okay because that defines a team environment and can help a customer better accept a decision. For example: "I decided to choose someone else" vs "The company unfortunately decided on another person."

Avoiding acronyms is good because not everyone always understands them. For example, I could tell you Byte Back used to teach IC3 classes, but you probably wouldn't know what I meant.

When is it important for incidents and service requests to be logged?

- ◎ Every time you provide support.
 - If the customer asks for a confirmation.
 - Only when you are not too busy.
 - When you have to escalate the issue.

NOTE: Not defined in a specific competency, but the idea is you always need to document your interaction with customers. This helps provide proper data to assure accurate quality assurance, Customer service management, Knowledge Management, etc.

Why should you log all incidents?

- Allows customers to review online performance indicators
- Provides stronger reports to management
- Provides accurate data for trend analysis
- Provides accurate data for customer surveys

Competency 5.21.1: Logging all incidents:

- Create an audit trail on customer interactions
- Provides volume and trending information for better staffing and schedule
- Provides data that can be used to perform root cause analysis
- Provides data for other team members who may assist with similar situation in future

The main information you should be sure to provide a customer in each status update is:

- The date and time for the next update
 - When the solution will be applied
 - The cost for the service you are providing
 - When you have to escalate the issue.

Competencies 5.24.2-5.24.4

- **Live Status Update Step 5:** Mention the next steps or task schedule, the time frame, and next status update.
- **Voicemail Status Update Step 5:** Describe any action requested from the customer, or provide details on the next step planned by the support center.

NOTE: The key idea here is that this information can be provided EVERY update. You may not always know the problem and solution of the current issue, especially if you just received it. But you can always let the customer know when you'll update them next.

After installing an update, you're waiting on the phone while the customer reboots their computer. How would you best use this silent time?

- Engaging in informal conversation to build rapport
 - IM with coworkers
 - Prepare for your next onsite visit
 - Have the customer describe what they are seeing

Competency 5.16.9: Use Silent Time Effectively by:

- Building rapport with the customer by engaging in informal communication
- Communicating with customer regarding new offerings
- Training the customer on how to perform a related task
- Explaining the problem and resolution process


NOTE: Answers 2 and 3 won't work because it will take away your focus from the customer. The last answer could work if they were having an issue with booting the computer, but unless the question states the issue is with rebooting, a description of the booting screen would be unnecessary and just waste time.

Which of the following would act as the largest communication barrier with a customer?

- Previous poor experience with customer service
 - Has never called for help before
 - Previously only used self-help resources
 - When you have to escalate the issue.

NOTE: While all answers could provide some barriers, previous negative experiences with the support center will almost always create a defensive customer attitude, hindering communication at first.

How can you best display active listening in the workplace?

- Let the customer continue to speak with acknowledging them
- Paying attention while working on a previous incident
- Listening carefully without recording anything
-  Comprehending ideas and images in the speaker's answers

Competency 5.17.1: The principles of Active Listening include:

- Document and reference notes
- Acknowledge and focus on the speaker with verbal prompts (“yes,” “uh-huh,” etc.)
- Paraphrase for clarification
- Listen for ideas and images, not just words
- Be emotionally and physically prepared to listen

Paraphrasing is best described as:

- Correcting incorrect information the customer gives
- Repeating the customers words using technical terms
- Repeating the customers words exactly
- Repeating the customers words with your own words

Competency 5.17.3: Paraphrasing means repeating what the customer said in your own words in order to:

- Give the customer the chance to agree or disagree with your understanding
- Show the customer that you are listening and you understand

Note: Using technical terms isn't always helpful because the customer may not understand them.

Which of the following is the best way to address a customer through e-mail after closing an incident?

- The Wifi won't run correctly because you set it up wrong.
- In the future, it's best to contact your ISP.
- ☒ To reduce wait time in the future, it's best to contact your Internet company.
- It's fixed ;)

Note:

The first choice is calling out the user by saying they set it up wrong.

The second choice utilizes acronyms, which the customer may not be familiar with.

The final choice is too informal. Using emoticons is generally not suggested and give implicate things one may not intend.