

Exam Name – Certified Call Centre Associate (CCCA)[™]

Exam Code CCCA 001

Sample Exam

(Question): A customer is swearing at you. What is the best response?

- (A): Hang up the phone
- (B): Curse at them
- (C): Ask them if they want to speak to your supervisor
- (D): Ask them if they want to speak to your friends

(Correct): C

(Question): What is the first phase of negotiation?

- (A): Exchanging information
- (B): Preparation
- (C): Bargaining
- (D): Transacting

(Correct): B

(Question): What does the "a people-respond-in-kind attitude" part in a cold call script do?

- (A): Tells them who you are and who you work for
- (B): Sells them your product
- (C): Heads off objections
- (D): Sells them at a reasonable price

(Correct): A

(Question): True or False: The words customer and client mean the same thing.

- (A): True
- (B): False

(Correct): B

(Question): True or False: A bossy customer may insult the company's products and services.

- (A): True
- (B): False

(Correct): A

(Question): True or False: Deep breathing is one stress technique that works for everyone.

- (A): True
- (B): False

(Correct): B

(Question): Soft/hard negotiation means...

- (A): Starting on small details and working upward until a settlement is reached
- (B): Negotiating a position, rather than interests
- (C): Working towards a win/lose outcome
- (D): Working towards a win/win outcome

(Correct): B

(Question): What do your hyoid muscles do?

- (A): Control the movement of your vocal folds
- (B): Control your typing muscles
- (C): Control your inner eardrums
- (D): Control your lip movement

(Correct): A

(Question): How might you warm up a cold call?

- (A): Send a preliminary mailing in a business envelope
- (B): Use a referral
- (C): Both of the above
- (D): Neither of the above

(Correct): C

(Question): Empathy means...

- (A): Helping the customer understand where you're coming from
- (B): Identifying with the customer's feelings
- (C): Deflecting negative feelings
- (D): Identifying with the stakeholder's feelings

(Correct): B



Exam Name – Certified Team Leader (CTL)[™]

Exam Code – CTL-001

Sample Exam

(Question): The Task Force Team Model is one that:

- (A): Has a designated leader but includes sharing of responsibility
- (B): Manages itself because no one person has authority
- (C): Comes together for a specific time to work on a specific task
- (D): to identify the sequence of events involved in the failure

(Correct): C

(Question): What does the O stand for in the TORI model of team building?

- (A): Options
- (B): Organization
- (C): Openness
- (D): Opportunity

(Correct): C



(Question): Which of the following characteristics are associated with team Storming?

- (A): Team members are eager to get going
- (B): Conflict arises because of differences in how to accomplish goals
- (C): Some members may drop out mentally or physically
- (D): All of the above

(Correct): D

(Question): True or False: Phrases like "uh-huh," "OK," yes," or "Go on" are invitations for someone else keep talking.

- (A): True
- (B): False

(Correct): A

(Question): True or False: A consensus is a unanimous vote that represents everyone's priorities.

- (A): True
- (B): False

(Correct): B



(Question): According to the Glenn Parker, which of the following team player types wears the hat of the Devil's Advocate?

- (A): The Contributor
- (B): The Contortionist
- (C): The Challenger
- (D): None of the above

(Correct): C

(Question): Logical, sequential thinking is defined by the term:

- (A): Horizontal thinking
- (B): Vertical Thinking
- (C): Lateral Thinking
- (D): None of the above

(Correct): B

(Question): Which of DeBono's Thinking Hats represents facts, figures, and information?

- (A): Yellow Hat
- (B): White Hat
- (C): Green Hat
- (D): Blue Hat

(Correct): B



(Question): True or False: Force Field Analysis is the examination of restraining forces vs. sustaining forces.

- (A): True
- (B): False

(Correct): A

(Question): Teams that rarely see each other face-to-face are defined by:

- (A): The Cutting Edge Model
- (B): The Cyber Team Model
- (C): The Task Force Model
- (D): The Core Group Model

(Correct): B