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Sample Exam

Exam Name: ISO 18295 - Certified Lead Auditor

Exam Code: ISO-18295-CLA

What is the key focus of ISO 18295-1?

A. Requirements for client organizations
B. Environmental management practices
C. Requirements for customer contact centres
D. Information security for contact centres

Correct Answer: C

ISO 18295-2 primarily defines the roles and responsibilities of which of the following?

A. Customer contact centre agents
B. Training organizations
C. Client organizations that use customer contact centres
D. International standardization bodies

Correct Answer: C

Which principle underlies the process approach promoted by ISO standards?

A. Focusing on individual tasks rather than systems
B. Managing interrelated processes as a system to achieve predictable results
C. Reducing documentation requirements
D. Encouraging rigid, unchangeable procedures

Correct Answer: B

In the context of customer contact centres, which term best refers to the overall perception a customer has based on their interactions with the organization?

A. Customer experience
B. Service level agreement (SLA)
C. Performance monitoring
D. Complaint resolution

Correct Answer: A

What is a key benefit of implementing ISO 18295 within customer contact centres?

A. Increased operational complexity
B. Reduced compliance requirements
C. Enhanced customer satisfaction and consistent service quality
D. Elimination of customer complaints

Correct Answer: C

Which of the following best describes the primary scope of ISO 18295?

A. It applies only to external customer contact centres.
B. It focuses exclusively on technical support processes.
C. It applies to both internal and outsourced customer contact centres.
D. It is designed only for large-scale multinational organizations.

Correct Answer: C

What is a key objective of ISO 18295 in relation to customer contact operations?

A. To eliminate customer complaints completely
B. To establish measurable standards for consistent service delivery
C. To define financial reporting obligations
D. To standardize global marketing strategies

Correct Answer: B