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Question: 1

How can an organization facilitate positive outcomes and experiences throughout the customer journey?

- A. By being fair and transparent with costs
- B. By optimizing the use of resources during the service lifecycle
- C. By understanding service consumer needs and desires
- D. By ensuring key risks have been identified and addressed

Answer: C

Question: 2

Which is an example of planning for value co-creation?

- A. Defining KPIs for service quality that align with internal team objectives
- B. Agreeing with a customer the service desk team's response times for each method of user contact
- C. Documenting user feedback in a service improvement register
- D. Setting expectations with a vendor for service delivery

Answer: B

Question: 3

Which statement about the end-to-end customer journey is CORRECT?

- A. It reflects an overall perception of the customer's experience
- B. It involves only the stages of service delivery and resolution
- C. It excludes customer interactions outside of the organization's processes
- D. It focuses exclusively on technical service outcomes

Answer: A

Question: 4

Which statement about service requests is CORRECT?

- A. Service requests are always handled as incidents
- B. Service requests are submitted via agreed channels
- C. Service requests require approval from senior management
- D. Service requests are only applicable for IT-related needs

Answer: B

Question: 5

A service provider wants to use a technology-generated approach for updating a software application installed on the mobile devices of the service users. Which is the MOST APPROPRIATE method?

- A. Using a manual process for each update
- B. Using a push method to check the user's device each time it is connected
- C. Allowing users to pull updates when they choose
- D. Sending email notifications for manual installation of updates

Answer: B



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