

**TRAINING VIDEO QUIZ (key)**

Section I

1. a. What are ATSI's Please / Thank you requirements? 2 pls / 1 thank you
b. Why? Helps control call and project a professional image
2. What is the call ready position? sitting slightly forward, hands relaxed, headset properly adjusted, and smile
3. a. A negative call center experience can directly effect our customer's business. True / False. Why or why not? True. 63% of callers will stop doing business with a company due to a bad call center experience. Our customers lose business
b. A positive call center experience can increase a customer's business. True/False Why or why not? True. A good experience can cause a potential customer to become a regular / repeat customer
4. What is a probing question? A question designed to obtain more information from the caller than the prompts ask for
5. All calls are confidential. True or False
6. Circle the negative phrases in the examples below: **(a, c, f)**
a. I don't know
b. The Dr. keeps his own schedules
c. He's not here
d. She will check her messages later today
e. Mr. Ward has that information
f. I can't help you
g. Mrs. Smith really likes to speak personally to her clients.
7. Out of the examples you circled above, pick one and explain why it is negative? (Any) gives the caller the feeling that he is not being helped and the operator does not care about his business.

