

# Business Phone Systems Practice Test Questions and Answers

## 1. What is a softphone?

- A) A software application that enables VoIP calls from a computer or mobile device
- B) A phone with a flexible silicone casing
- C) A cloud-based voicemail system
- D) An analog phone adapter

## 2. What is a SIP trunk?

- A) A virtual phone line connecting a PBX to the PSTN via the internet
- B) A physical cable for analog phones
- C) A type of voicemail system
- D) A conference bridge hardware unit

## 3. What is a call queue?

- A) A holding area where callers wait until an agent becomes available, often with music or messages
- B) A list of scheduled outbound calls for a sales team
- C) A log of all missed calls sorted by priority
- D) A feature that prioritizes calls from VIP customers

## 4. What is call screening?

- A) Announcing the caller's name or number to the recipient before they accept the call
- B) Blocking known spam callers automatically
- C) Recording calls for quality assurance review
- D) Routing calls based on the originating area code

**Answers: 1-A 2-A 3-A 4-A**

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