

Call Center Hosting Practice Test Questions and Answers

1. What is the PSTN?

- A) Private Secure Telephony Network
- B) Public Switched Telephone Network
- C) Packet-Switched Transmission Node
- D) Primary SIP Trunk Network

2. What is 'visual IVR'?

- A) An IVR menu displayed on a touchscreen kiosk in the office
- B) A smartphone screen-based menu that mirrors IVR options, allowing tap navigation instead of audio menus
- C) A dashboard showing live IVR call stats for supervisors
- D) An animated avatar that guides callers through menus

3. What does IVR stand for?

- A) Intelligent Voice Response
- B) Interactive Voice Response
- C) Integrated VoIP Router
- D) Inbound Voice Routing

4. What does VoIP stand for?

- A) Voice over Internet Protocol
- B) Video over IP
- C) Virtual Office Internet Platform
- D) Voice on Internal Premises

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

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