

Call Center Practice Test Questions and Answers

1. What is the most important skill for call center representatives?

- A) Typing speed only
- B) Active listening and communication
- C) Technical knowledge only
- D) Sales experience only

2. How should a call center agent handle an angry customer?

- A) Argue back to defend the company
- B) Listen actively, empathize, and work toward resolution
- C) Immediately hang up
- D) Put them on hold indefinitely

3. What does AHT stand for in call center metrics?

- A) Average Hold Time
- B) Average Handle Time
- C) After Hours Tracking
- D) Automated Help Tools

4. Which approach is best for first call resolution?

- A) Transfer every call to a supervisor
- B) Thoroughly understand the issue and resolve it completely
- C) Rush through calls quickly
- D) Schedule callbacks for all issues

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

For More Call Center Questions and Answers FREE, Call Center Online Prep Training, Call Center Exam, Call Center Study Guide, Call Center Flashcards, Call Center Quizzes visit:

Call Center Practice Test