

# Call Center Solutions Practice Test Questions and Answers

## 1. What does 'CCaaS' stand for?

- A) Customer Care as a Service
- B) Contact Center as a Service
- C) Call Compliance and Assurance System
- D) Centralized Communication and Automation Suite

## 2. What is 'call abandonment rate'?

- A) Percentage of agents who quit each month
- B) Percentage of callers who hang up before reaching an agent
- C) Rate at which calls are transferred to another department
- D) Percentage of calls dropped due to technical issues

## 3. What is 'customer effort score' (CES)?

- A) A measure of how much effort agents exert during calls
- B) A metric measuring how easy it was for customers to get their issue resolved
- C) The number of times a customer had to be transferred
- D) A score based on the length of a customer's interaction

## 4. What is 'First Call Resolution' (FCR)?

- A) Resolving the call within the first 60 seconds
- B) Solving a customer's issue without requiring a follow-up contact
- C) Answering calls before the first ring completes
- D) The first call made after a system outage

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

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