

Phone Service Business Practice Test Questions and Answers

1. What does VoIP stand for?

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

2. What is E.164 in telephony?

- A) A VoIP compression algorithm
- B) The international standard format for telephone numbers, including country code and subscriber number
- C) A US-only number portability rule
- D) A PBX hardware specification

3. What is First Call Resolution (FCR)?

- A) Answering all calls within 30 seconds
- B) Resolving a customer's issue completely during the first contact without requiring a callback
- C) Escalating calls to a supervisor immediately
- D) Recording every incoming call

4. What is an IVR system in a call center?

- A) A visual dashboard for supervisors
- B) An automated phone system that interacts with callers via voice menus and keypad inputs
- C) A call recording solution
- D) An agent training platform

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

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