
FBLA Help Desk TERMS | 298 Complete Questions And Answers 100% Correct | 2024

24 X 7 support - Answer  Service desk services that are provided 24 hours a day, 7 days a week.

abandon rate percent - Answer  The percentage of abandoned calls compared to the total number of calls received.

abandoned call - Answer  A call where the caller hangs up before an analyst answers.

access management - Answer  The process responsible for granting authorized users the right to use a service in accordance with the company's security policies, while preventing access to non-authorized users.

accessibility - Answer  How easily the service desk can be reached by service desk staff, other employees of the company, and customers.

ACD supervisor console - Answer  A system that works with ACD systems and enables supervisors to monitor call volumes and the performance of individual service desk analysts or groups of analysts.

acoustic shock - Answer  The term used to describe the symptoms such as discomfort and pain that a person may experience after hearing a loud, unexpected sound via a telephone or headset

active listening - Answer  When the listener participates in a conversation and gives the speaker a sense of confidence that he or she is being heard.

announcement system - Answer  Technology that greets callers when all service desk analysts are busy and can provide valuable information as customers wait on hold.

Fbla Help Desk Study Guide

Scott C. Dulebohn



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