

## Question 1

### Multiple Choice Question

Select the correct answer option

What does it mean when a name populates on the search screen at the beginning of a call?

- ☒ There is an existing customer, and you will need to review the contact/lead page for further details before moving forward.
- ☐ Nothing; Sales Scripting is working as expected.
- ☐ The name that pops is the name of the caller.

### Feedback

#### Correct

- That's right! You chose the correct response. If there is an existing lead or contact, the name will populate at the beginning of the call; and you will need to review the contact/lead page for further details before moving forward.

#### Incorrect

- You did not choose the correct response. If there is an existing lead or contact, the name will populate at the beginning of the call; and you will need to review the contact/lead page for further details before moving forward.

## Question 2

### Multiple Choice Question

Select the correct answer option

What do you do when several names populate on the search screen that have the same as the caller?

- ☐ Go to SOAP and search for the caller's name.
- ☐ Pick the name closest to the search bar and continue.
- ☒ Search for the caller or person they are calling for in Salesforce; capitalize the 2nd letter of the last name on the contact, choose the updated name on the search screen in Sales Scripting, and continue.

### Feedback

#### Correct

- That's right! You chose the correct response.

#### Incorrect

- You did not choose the correct response. You should search for the caller or person they are calling for in Salesforce; capitalize the 2nd letter of the last name on the lead or contact, choose the updated name on the search screen in Sales Scripting, and continue.

## Question 3

### Multiple Choice Question

Select the correct answer option

You hear a derogatory response to the question "Do you both speak and read English" (e.g., "I'm an American, aren't I?").

How do you respond?

- ☐ "I am sorry. I am required to ask."
- ☐ You start to laugh.
- ☒ "Okay good, I'm glad to hear that."

### Feedback

#### Correct

- That's right! You never want to laugh at your lead, and there is no need to apologize in this situation- this sets a negative tone. It is better to simply give a positive response.

#### Incorrect

- You did not choose the correct response. You never want to laugh at your lead, and there is no need to apologize in this situation- this sets a negative tone. It is better to simply give a positive response.

## Question 4

### Multiple Choice Question

Select the correct answer option

What do you do when you override an address that did not validate?

- ☐ Continue to convert the customer and create the work order.
- ☒ Chatter CS team leads to create a bandwidth ticket and explain to the customer that you will call them back in 48-72 hours to complete the work order; do not go further.
- ☐ Never override an address.

### Feedback

#### Correct

- That's right! You chose the correct response.

#### Incorrect

- You did not choose the correct response.

## Question 5

### Multiple Choice Question

Select the correct answer option

In Salesforce Lightning/Live Production, what do you put in the labor source and technician fields?

- ☐ Barrister for both the labor source and technician.
- ☐ Field Nation for Field Nation orders and Barrister for Barrister work orders.
- ☒ Field Nation as labor source only. The system will auto-populate the technician as Field Nation.

### Feedback

#### Correct

- That's right! Field Nation as labor source only and the system will auto populate the technician as Field Nation.

#### Incorrect

- You did not choose the correct response. Field Nation as labor source only and the system will auto populate the technician as Field Nation.

## Question 6

### Multiple Choice Question

Select the correct answer option

Can work orders be converted from the lead object page?

☐ Yes.

☒ No.

### Feedback

#### Correct

- That's right! Work orders cannot be converted from the lead object page.

#### Incorrect

- You did not choose the correct response. Work orders cannot be converted from the lead object page.

## Question 7

### Multiple Choice Question

Select the correct answer option

After getting the date of birth, you find that the customer's birthday was last week. How should you respond?

- ☒ Wish them a Happy Belated Birthday.
- ☐ Simply ignore the nugget and move on to the Last 4 digits of the SS #.
- ☐ Make a cute joke about their age and need for our services.

### Feedback

#### Correct

- That's right! Try to never miss an opportunity to engage with the customer. These are truly nuggets that we are lucky to get.

#### Incorrect

- You did not choose the correct response. Try to never miss an opportunity to engage with the customer. These are truly nuggets that we are lucky to get.

## Question 8

### Multiple Choice Question

Select the correct answer option

The customer gives you their email address: [judijohnsonlovestheocean@yahoo.com](mailto:judijohnsonlovestheocean@yahoo.com)  
How should you respond?

- ☐ Make a cute joke about how no one uses yahoo anymore.
- ☒ Ask open-ended questions about the customer's interest in the ocean.
- ☐ Say nothing and continue forward to the next portion of the call.

### Feedback

#### Correct

- That's right! It is always important to make your customer as comfortable as you can, and asking open-ended questions helps you to connect!

#### Incorrect

- You did not choose the correct response. It is always important to make your customer as comfortable as you can, and asking open-ended questions helps you to connect.



## Question 9

### Multiple Choice Question

Select the correct answer option

The customer gives you no hints about personal interests as their Cleveland, Ohio address was entered. The validation wheel is presently spinning.  
How should you respond?

- ☒ “Now, I’ve never been to Cleveland, Ohio, what’s it like there this time of year?”
- ☐ Make a cute joke about how Cleveland does not compare to California.
- ☐ Say nothing and wait, continuing forward to the next portion of the call.

### Feedback

#### Correct

- That's right! It is always important to make your customer as comfortable as you can, and asking open-ended questions helps you to connect!

#### Incorrect

- You did not choose the correct response. It is always important to make your customer as comfortable as you can, and asking open-ended questions helps you to connect.

## Question 10

### Multiple Choice Question

Select the correct answer option

At the onset of the call, your customer immediately starts bombarding you with questions about how this service is free.

How should you respond?

- ☐ "What is your legal first and last name?"
- ☐ "I see. This is a free service to many of our customers because of how we get our funding. On a phone bill, at the bottom, you will notice..."
- ☒ "Well, I'd be happy to tell you about our service, and it sounds like you have lots of questions. That's great! Now as I mentioned, my name is \_\_\_\_\_, what's yours?"

### Feedback

#### Correct

- That's right! You want to give them a chance to hear a little bit about us before you get into those questions. Answering them at this point can derail the conversation and potentially have them hang up the phone.

#### Incorrect

- You did not choose the correct response. You want to give them a chance to hear a little bit about us before you get into those questions. Answering them at this point can derail the conversation and potentially have them hang up the phone.