

Exam Name - Certified Customer Service Professional (CCSP)[™]

Sample Exam

1. What's the most effective way to show empathy to a customer?

- A. Interrupt and correct them
- B. Acknowledge their feelings and understand their concern
- C. Tell them to calm down
- D. Read a pre-written apology

Answer **B**

2. Which phrase exemplifies positive language in customer interactions?

- A. "That's not possible."
- B. "I understand your frustration—here's what we can do."
- C. "No."
- D. "You should have called earlier."

Answer **B**

3. If you don't know the answer to a customer's question, you should:

- A. Guess and risk misinforming them
- B. Tell them honestly, investigate, and follow up
- C. Transfer them without explanation
- D. Redirect them to another department without support

Answer **B**

4. What does “active listening” involve?

- A. Paraphrasing and asking clarifying questions
- B. Preparing your next question while they speak
- C. Silently waiting until they finish
- D. Simply nodding without engagement

Answer **A**

5. Which metric best measures customer loyalty?

- A. Average call duration
- B. Agent turnover rate
- C. Number of calls handled
- D. Net Promoter Score (NPS)

Answer **D**

6. Which of the following is a proactive service approach?

- A. Responding only when asked
- B. Waiting for customers to complain
- C. Notifying customers of known issues before they ask
- D. Taking no action until required

Answer **C**