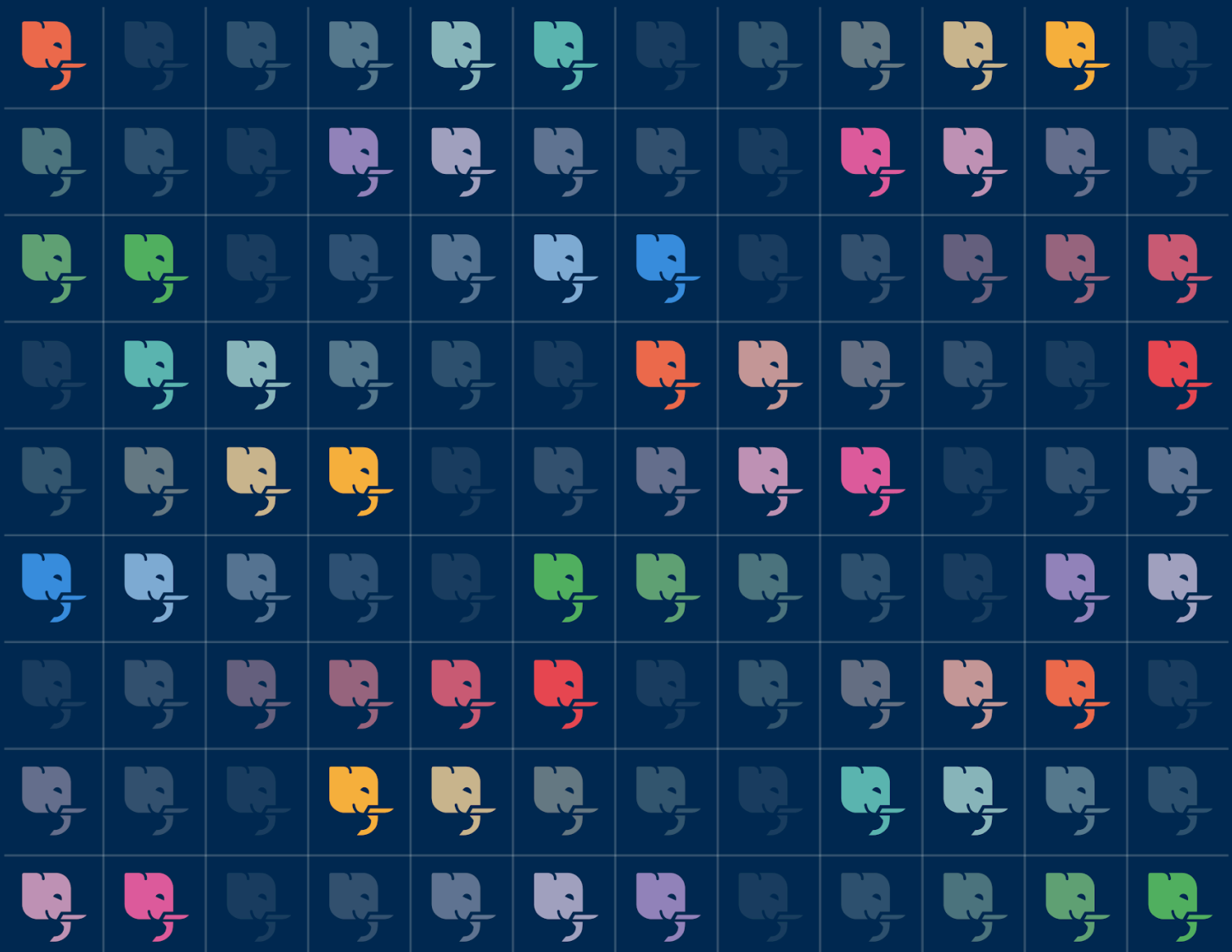


# Deskpro Agent Certification Past Paper - Mark Scheme



## Account Preferences

1. True or False: You can't add images to your signature.
  - a. True
  - b. False
2. How can you add an Alias Name and Profile Image to your account? **(Choose 2)**
  - a. Go to your Agent Preferences
  - b. Ask an Admin to give you one
  - c. You can't have an Alias
  - d. You can't change your name once you've been added to helpdesk
3. What contact information can you add to your profile from your Agent Preferences? **(Choose 2)**
  - a. Fax Number
  - b. Social Accounts
  - c. Phone Number
  - d. Email Address

## Agent IM

4. What does this icon let you do in an Agent IM conversation?



- a. Add an image
  - b. Add another agent
  - c. Add an emoji
  - d. React to a message
5. What will happen if you click on this IM message?

Note on ticket: [#119](#)

Oct 12, 2022



**@Lara Proud** can you check on this account?

- a. You will be assigned to the ticket
  - b. The ticket will open in another tab
  - c. You will be added as a follower
  - d. It will resolve the ticket

6. What does the Broadcast feature in the Agent IM app let you do?
- a. Send a message to all user
  - b. Send a message that only admins can see
  - c. Send a message to your entire team
  - d. Send a message to all the agents in the helpdesk

## Agent Notes

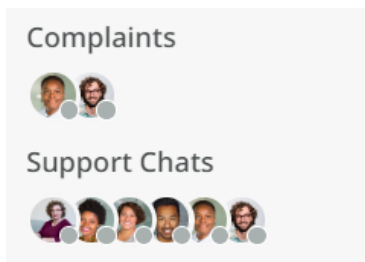
7. Which of these is the best use of an Agent note?
- a. To notify another agent that you need their help
  - b. To reassign a ticket to a different agent
  - c. To send a reply to a user
  - d. To add an agent as a follower on your ticket
8. You @mentioned another agent on a ticket because you need their help, but they report that they can't see the ticket. Why might the agent not be able to see the ticket? **(Choose 2)**
- a. The ticket is in awaiting user status
  - b. They do not have permission to view tickets in the Department it is assigned to
  - c. They aren't a follower on the ticket
  - d. The agent didn't know the ticket number

## Chat

9. What does the following Chat symbol indicate?



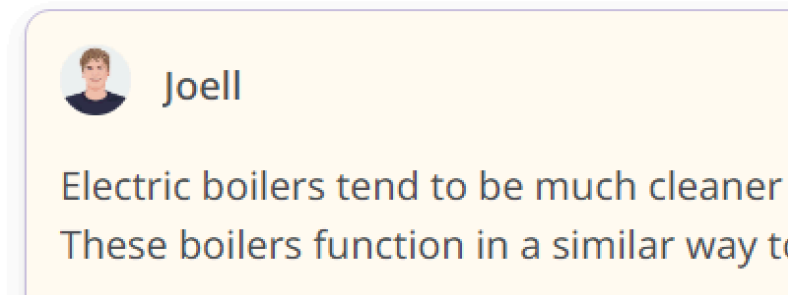
- a. You are offline for Agent IM
  - b. You are offline for Chat, but other Agents are online
  - c. Other Agents are logged into the helpdesk
  - d. You are not signed into the helpdesk
10. How many agents are in the 'Support Chats' Queue?



- a. 2
- b. 8
- c. 5
- d. 6

## Community

11. What does the purple flag on a Community comment indicate?



- a. The response has been selected as correct
- b. The response was voted the most useful
- c. The response is marked an official response
- d. The response has been flagged as spam

## CRM

12. What is this User's ID number?

**Audrey Merivale**  
14 Add

**Summary +**

**Contact Information +**

- audreym84@example.com
- +44 07969 236608

**Organization**

- Energy.io (43)
- Add Position

**Properties** Show 13 empty fields

Oct 11, 2021 | Oct 20, 2021

**Tickets +**

**Open (5)** Resolved (6)

- 94 Chat follow up  
Audrey Merivale <audreym84@example.com>
- 254 Call from +447969236608  
Audrey Merivale <audreym84@example.com>
- 234 Call from +447969236608  
Audrey Merivale <audreym84@example.com>
- 197 Customer Call  
Audrey Merivale <audreym84@example.com>
- 160 New SMS from +447969236608  
Audrey Merivale <audreym84@example.com>

- a. 13
- b. 43

c. 14

d. 94

13. What does this icon on a user's profile indicate?



a. They submit the most tickets from their organization

b. They are an Organization manager

c. They are a new member of the organization

d. They are a contractor

14. How can you collapse the User or Organization profile when you're looking at a ticket?

a. By left-clicking on the User and Organization panel

b. From the ☰ symbol on the User or Organization profile

c. By dragging the panel closed

d. By clicking on the User's name in the ticket properties

15. What will happen if you add the associated domain 'energy.com' to an organization?

a. Anyone with that email domain will be locked out of the helpdesk

b. Any users that join the helpdesk with the email domain 'energy.com' will be added as members of the organization automatically

c. Anyone with that email domain will need to be approved when they register for the helpdesk

d. Only users with that email domain will be able to join their organization

## Files

16. Which of these fields must you provide to create a File? **(Choose 2)**

a. File Title

b. Body Content

c. Category

d. File Name

## Follow Ups

17. How do you apply a Follow Up to a ticket?

a. Manually from a Ticket

b. With a Mass Action

c. With a Macro

d. With a Snippet

18. True or False: You can add an SLA to a ticket with a follow up.

- a. True
- b. False

19. Where can you view a ticket's pending Follow Ups?

- a. From the ticket actions menu
- b. In the ticket thread
- c. You can't see pending Follow Ups
- d. From the Follow Ups tab in the ticket properties

## Followers

20. What are two benefits of being added as a ticket follower? **(Choose 2)**

- a. You will get assigned to the ticket
- b. It lets you keep track of a ticket without being assigned
- c. You will automatically be added as a CC to the ticket
- d. You will be given access to the ticket even if you don't have department permissions to view it

21. What are two ways you can easily find the tickets you're following? **(Choose 2)**

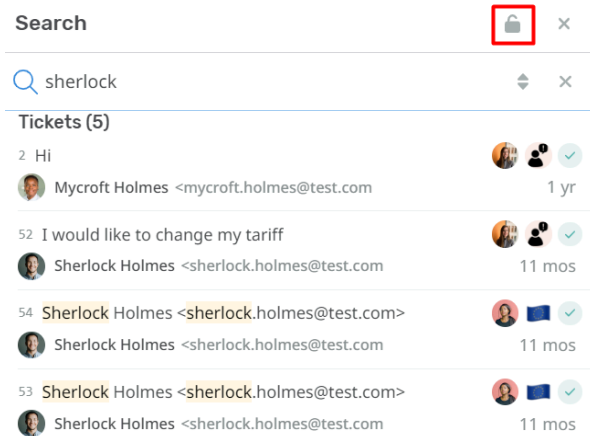
- a. In your 'Mine' Queue
- b. Create a List of tickets you are following
- c. In your 'I'm Following' Queue
- d. You can only access tickets you follow via notifications you get

22. True or False: Users can see that you are following a ticket.

- a. True
- b. False

## Global Search

23. What does this icon let you do when looking at the Global Search app?



- Save the search
- Lock all the tickets that match the search
- Make all the tickets that match the search private
- Lock the Search app to your agent interface

24. How does the Global Search app group the items it returns in a search?

- Alphabetically
- By item type
- By ID number
- By Date Created

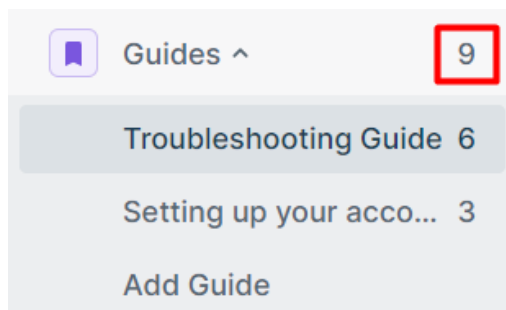
## Glossary

25. True or False: You can have different Glossaries for each of your brands.

- True
- False

## Guides

26. What does the number next to Guides indicate?



- The number of Guides you have created

- b. How many people have viewed your guides
- c. The total number of Guide pages on the Help Center
- d. How many agents have contributed to the guides

## Help Center

27. What type of Help Center content can belong to more than one category?

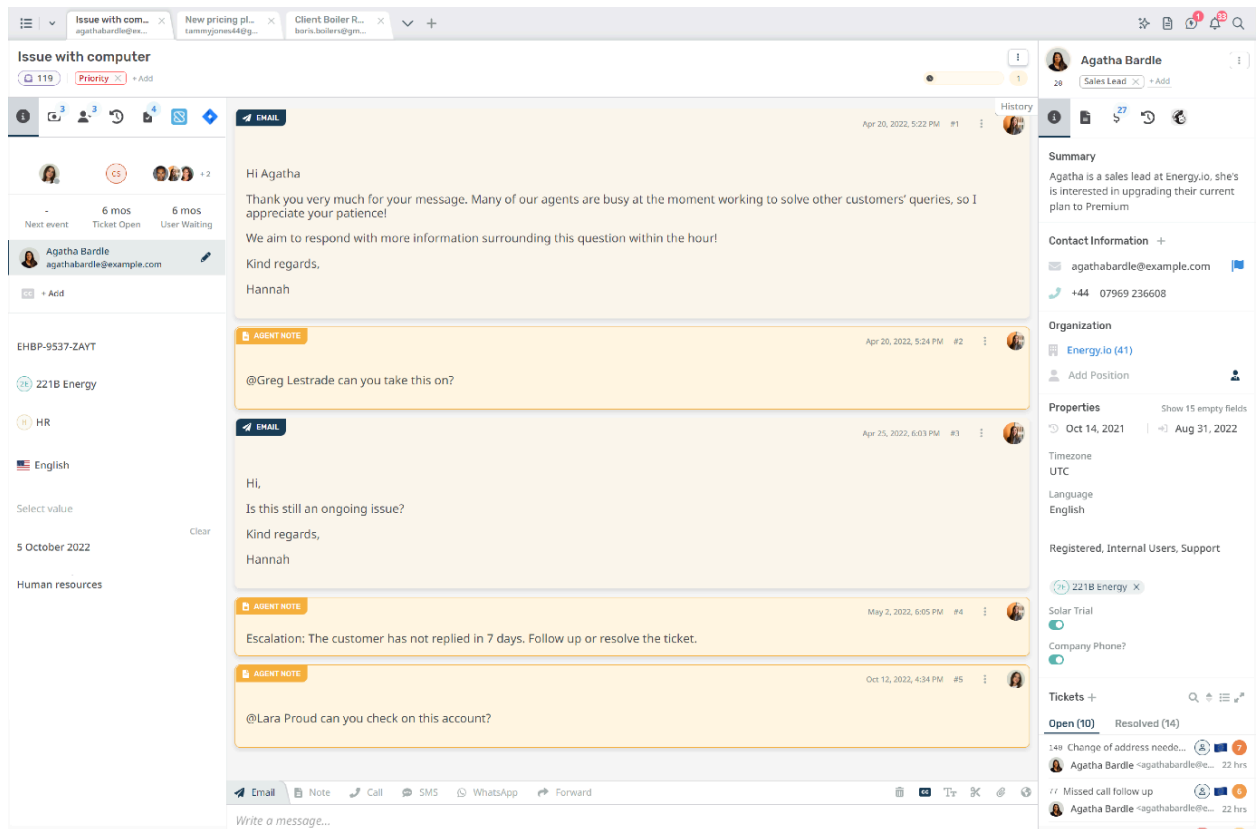
- a. Guide pages
- b. Knowledgebase Articles
- c. News Posts
- d. Files

28. How can you choose which users can access your Help Center content?

- a. Limiting access to different types of content with usergroup permissions
- b. Turning your Help Center off
- c. Only publish the items you want everyone to see
- d. You can't choose which users can access your content

## The Interface

Look at this screenshot of an open ticket, the next 3 questions relate to this image.



The screenshot displays a Deskpro ticket interface. The main window shows a conversation thread for a ticket titled "Issue with computer". The ticket is assigned to Agatha Bardle and has a priority of "Priority". The conversation includes an email from Hannah to Agatha, an agent note from Hannah, and another email from Agatha to Hannah. The interface also shows a sidebar with ticket details and a right sidebar with contact information and organization details.

**Ticket Details:**

- Title:** Issue with computer
- Priority:** Priority
- Assignee:** Agatha Bardle
- Organization:** Energylo (41)
- Properties:** Timezone: UTC, Language: English, Registered, Internal Users, Support

**Conversation Thread:**

- Email 1 (Apr 20, 2022, 5:22 PM #1):** From Hannah to Agatha. Content: "Hi Agatha, Thank you very much for your message. Many of our agents are busy at the moment working to solve other customers' queries, so I appreciate your patience! We aim to respond with more information surrounding this question within the hour! Kind regards, Hannah"
- Agent Note (Apr 20, 2022, 5:24 PM #2):** From Hannah. Content: "@Greg Lestrade can you take this on?"
- Email 2 (Apr 25, 2022, 6:03 PM #3):** From Agatha to Hannah. Content: "Hi, Is this still an ongoing issue? Kind regards, Hannah"
- Agent Note (May 2, 2022, 6:05 PM #4):** From Hannah. Content: "Escalation: The customer has not replied in 7 days. Follow up or resolve the ticket."
- Agent Note (Oct 12, 2022, 4:34 PM #5):** From Hannah. Content: "@Lara Proud can you check on this account?"

**Right Sidebar:**

- Contact Information:** agathabardle@example.com, +44 07969 236608
- Organization:** Energylo (41)
- Properties:** Timezone: UTC, Language: English, Registered, Internal Users, Support
- Tickets:** Open (10), Resolved (14)



29. Who is the ticket owner?

- a. Greg Lestrade
- b. Hannah
- c. Agatha Bardle
- d. Lara Proud

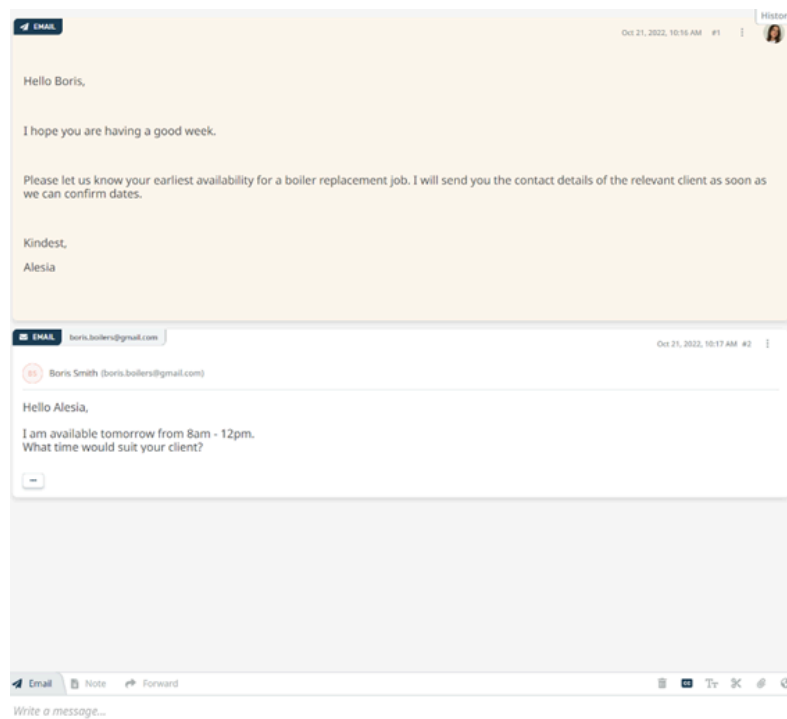
30. How many followers are there on this ticket?

- a. 3
- b. 2
- c. 6
- d. 5

31. Which Department is this ticket assigned to?

- a. HR
- b. 221B Energy
- c. Energy.io
- d. Priority

32. Look at this screenshot and then answer the following question. How was this ticket thread started?



- a. Form
- b. Email**
- c. Chat
- d. Agent Note

33. True or False: Agents cannot create tickets; a User must contact the helpdesk first.

- a. True
- b. False**

34. What does this icon do?



- a. Imports the tickets to a report
- b. Generates a CSV file of your current ticket list**
- c. Let's you import a CSV file of tickets into the helpdesk
- d. Refreshes the reporting interface

## Knowledgebase

35. What does the red dot on a Knowledgebase Article indicate?

- ☒ How-to read my meter
- ☐ How to change the gas lever
- ☒ How to Install a Boiler

- a. The article has been unpublished**
- b. The article has been archived
- c. The article is pending review
- d. The article has failed its review

36. What does this icon let you do to articles?



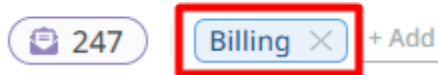
- a. Edit articles
- b. Publish articles

- c. Re-order articles
- d. Delete articles

## Labels

37. What happens if you click on a label in an open ticket?

### Change payment information ★



- a. The label will be removed
- b. The color will change
- c. The label will change
- d. A list of tickets with that label will open

38. True or False: Only admins can create labels.

- a. True
- b. False

## Lists

39. What are the options you can take on a Ticket List from the Navigation Panel?

(Choose 2)



- a. Rename
- b. Re-load
- c. Edit
- d. Delete

40. What list of tickets would be constructed from this filter?

Filter
Clear

Ticket Status

Status Is

Awaiting Agent

Urgency

SLA Status Is

Failed X

More

Agent

Assigned Agent

Assigned Team Is

Complaints X

- a. Tickets in awaiting agent with the label Complaints that have failed their SLA
- b. Tickets in awaiting agent assigned to the Complaints team that have failed their SLA
- c. Tickets assigned to you that have failed their SLA
- d. Your open tickets with the complaint team that failed their SLA

## Macros

41. True or False: Only admins can make Macros.

- a. True
- b. False

42. You have an internal process where you need to escalate a group of tickets to the Management team. It involves removing the currently assigned team, increasing the urgency, setting the status to 'Awaiting Agent' and adding an Agent note.

Which other helpdesk feature could you combine with a Macro to carry this out as efficiently as possible?

- a. Snippets
- b. Mass Actions
- c. Follow Ups
- d. Triggers

## Mass Actions

43. What is the maximum number of tickets you can apply a Mass Action to?

- a. 25
- b. 10
- c. 50
- d. 100

## News

44. True or False: You **can't** add Search Words to News Posts.

- a. True
- b. False

45. What are two benefits of adding a Splash Image to your News Posts? **(Choose 2)**

- a. They can add context to the Post when it's viewed from the Help Center
- b. Adding a Splash Image adds the post to a Featured News section
- c. It helps you customize your Help Center further
- d. The Post will appear in Search when you add an Image

## Permissions

46. What tickets do you always have permission to view in the helpdesk? **(Choose 3)**

- a. Tickets assigned to you
- b. Tickets you are @mentioned on
- c. Tickets assigned to your team
- d. Tickets you are following

## Problems

47. There are several open problems on this helpdesk, how many tickets have been logged as problems in total?

| OPEN (6)          |   |
|-------------------|---|
| APP Bug           | 7 |
| Data transfer     | 3 |
| Server Down       | 7 |
| Site down         | 4 |
| software bug      | 1 |
| Website down 23/2 | 1 |

- a. 6
- b. 29
- c. 23**
- d. 7

48. How can you add tickets to an existing Problem? **(Choose 2)**

- a. From the Navigation Panel
- b. With a Mass Action**
- c. By adding it from the Ticket Actions Menu**
- d. By dragging and dropping it onto an open problem

## Publish

49. What is the benefit of adding Search Words to your Help Center content?

- a. It makes the content only appear if those words are searched for
- b. It will add definitions of these words from your Glossary to the content
- c. When a user searches for any of the words the content will always be listed in their top results**
- d. It will add the content to a specific search category

50. What does the number 4 next to this icon represent?



- a. The number of people who are viewing the piece of content
- b. The total number of times this piece of content has been viewed**
- c. How many versions there are in the history of the piece of content
- d. The amount of agents that are viewing the content at once

## Queues

51. What are the two default Queue Sets that will appear on your helpdesk? **(Choose 2)**

- a. Mine
- b. My Inbox**
- c. All Open
- d. Inbox**

52. True or False: Agents can create custom queues.

- a. True
- b. False**

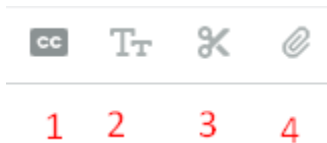
53. Where is the best place to go to find the tickets that you will primarily be working on?
- a. Creating a custom ticket list
  - b. Your 'My Team's' queue
  - c. Your 'Mine' ticket queue
  - d. Using ticket search to find tickets assigned to you

## SLAs

54. True or False: Only helpdesk Admins can create SLAs.
- a. True
  - b. False
55. Where can you see the details of any SLAs that are running or are complete on a ticket?
- a. In the ticket actions menu
  - b. From the SLA tab in the ticket properties
  - c. On the ticket thread
  - d. By grouping tickets by SLA status

## Snippets

56. Which of these icons in the reply box will let you quickly insert a Snippet?



- a. 1
  - b. 2
  - c. 3
  - d. 4
57. True or False: If you create a draft Snippet, by default it is only visible to you.
- a. True
  - b. False
58. What would be the best way to create Snippets in different languages?
- a. By creating a new Snippet for each different translation that you wanted

- b. By inserting a Snippet into the reply box and then translating it
- c. By creating different translated versions of the Snippet from the editor
- d. You can't have different translations of Snippets

## Stars

59. True or False: You **can't** get notifications for tickets that you add stars to.
- a. True
  - b. False
60. What are the best ways to find the tickets you applied a specific colored star to? **(Choose 2)**
- a. By clicking on the star in the Navigation Panel
  - b. By searching for your tickets with stars applied
  - c. By creating a list with the star added as a filter
  - d. By scrolling through your 'Starred' queue

## Tasks

How can you keep track of a Task you created and assigned to someone else? **(Choose 2)**

- a. From the 'Delegated' Tasks filter
- b. Using Agent IM to ask the agent if they have completed the task
- c. By following the ticket linked to the task
- d. Enabling notifications for delegated tasks

## Ticket Satisfaction

Where are two places where you can view the satisfaction ratings that users leave on a ticket? **(Choose 2)**

- a. In an email notification
- b. On the ticket message
- c. In the ticket satisfaction area of the reporting interface
- d. On the user's profile

## Ticket Search

63. Why would you want to star a Ticket Search?
- a. To make it available on a global level
  - b. To make it easier to re-run the search again in the future
  - c. It will add stars to all the tickets that the search returns
  - d. So you receive notifications when a new ticket matches the search



## Tickets

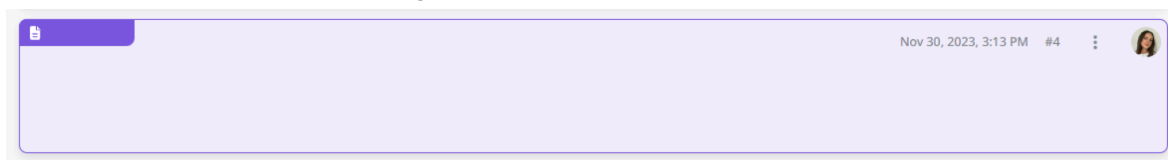
64. What are two things that would indicate that another agent is actively working on a ticket? **(Choose 2)**

- a. They are the assigned agent
- b. The ticket has been locked by them**
- c. They are online
- d. They are writing a draft message**

65. True or False: All tickets must be assigned to a department.

- a. True**
- b. False

66. What type of ticket message is this?



- a. User message
- b. Agent message
- c. Agent note**
- d. User chat

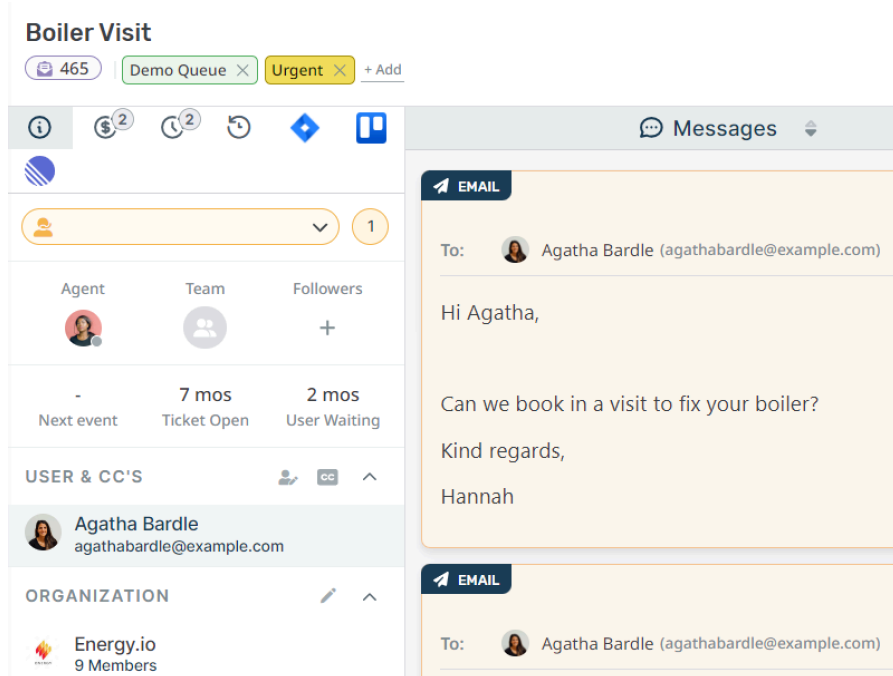
67. Which of these is **not** a default ticket status?

- a. Live
- b. Pending
- c. Blocked**
- d. Archived

68. True or False: When you reply to a ticket you will become the assigned agent.

- a. True**
- b. False

The next 2 questions will relate to this image of a ticket:



The screenshot shows a ticket titled "Boiler Visit" with a status of "Urgent". The ticket ID is 465. The ticket is assigned to Agent Hannah. The ticket was created 7 months ago and the user has been waiting for 2 months. The ticket is part of a queue named "Demo Queue". The ticket is linked to a user named Agatha Bardle (agathabardle@example.com) and an organization named Energy.io (9 Members). The ticket has two messages: an email from Agatha Bardle asking for a boiler visit and a response from Hannah.

69. What is this ticket's ID number?

- a. 1
- b. 4282
- c. 5
- d. 247

70. What status is this ticket in?

- a. Awaiting User
- b. Pending
- c. Awaiting Agent
- d. Resolved

71. True or False: You can only merge tickets that have been submitted by the same user.

- a. True
- b. False

72. What is the best way to resolve linked tickets?

- a. Resolve the parent ticket, which will resolve any child tickets that are linked to it
- b. Use a Mass Action to resolve any tickets that are linked together
- c. Merging the tickets, then resolving the final ticket
- d. You have to resolve them all manually

## Voice

73. What does the following Voice status indicate?



- a. You are online to accept calls
- b. You are offline, but other agents are online
- c. There is currently a call in progress on the helpdesk
- d. You are on hold with a user

74. What is the default ticket status will an ongoing call?

- a. Awaiting Agent
- b. Awaiting User
- c. Live
- d. Pending

75. What is the ticket subject formatting for a Voice call?

- a. User Name, User Number
- b. Call from [User Number]
- c. Incoming Call, User Name, User Number
- d. User Number, Ticket Number