

Runnels, Aisha - CSR to Member Email Quiz

Quiz Settings

Property	Setting
Passing Score	85%
Randomize Questions	
Question Group 1	No
Total Number of Questions	10
Total Number of Questions to Ask	All
Display User Score if Passed	Yes
Display User Score if Failed	Yes
Display Passing Score if Passed	Yes
Display Passing Score if Failed	Yes
Time Limit	00:20:00

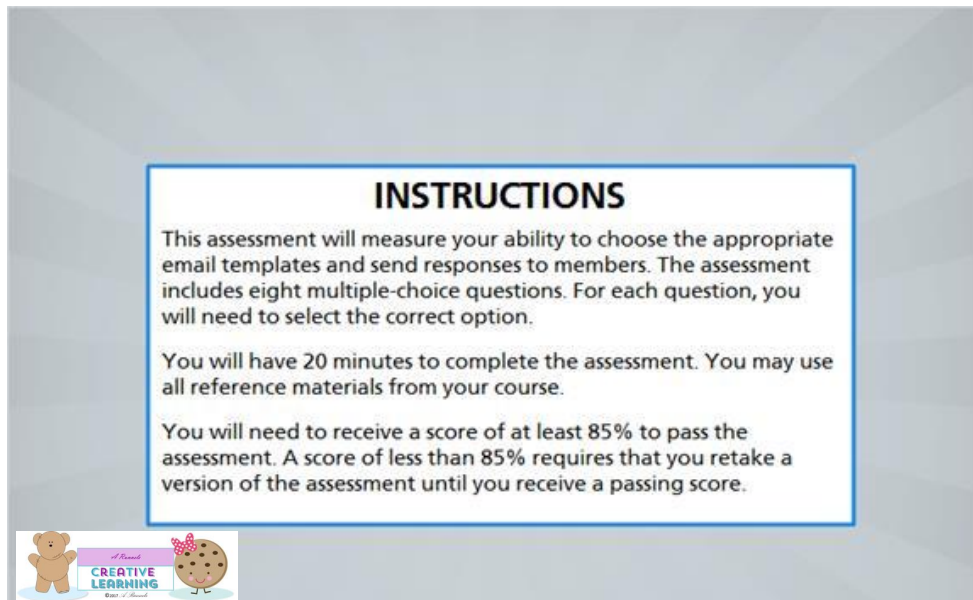
Questions

Question Group 1

1. Welcome Slide



2. Instructions Slide



INSTRUCTIONS

This assessment will measure your ability to choose the appropriate email templates and send responses to members. The assessment includes eight multiple-choice questions. For each question, you will need to select the correct option.

You will have 20 minutes to complete the assessment. You may use all reference materials from your course.

You will need to receive a score of at least 85% to pass the assessment. A score of less than 85% requires that you retake a version of the assessment until you receive a passing score.



The logo for Creative Learning, featuring a teddy bear on the left and a chocolate chip cookie with a pink bow on the right. The text "Creative Learning" is in the center, with "A Brand" above it and "© 2017 A Brand" below it.

3. Where can the CSR Email Templates be found?

(Multiple Choice, 10 points, 1 attempt permitted)

Where can the CSR Email Templates be found?

- ☒ CSR Resources
- ☐ Outlook Email Drafts
- ☐ Creative Learning Center
- ☐ CSR Connect



Correct	Choice
X	CSR Resources
	Outlook Email Drafts
	Creative Learning Center
	CSR Connect

Feedback when correct: That's right! You will navigate to the CSR Email Templates section in CSR Resources.

Feedback when incorrect: Incorrect. You will navigate to the CSR Email Templates section in CSR Resources.

4. For this question, check all that apply. Anthem created the CSR Email Templates to:

(Multiple Response, 15 points, 1 attempt permitted)

For this question, check all that apply. A Runn created the CSR Email Templates to:

- ☒ Lessen the likelihood of grammatical errors.
- ☒ Uphold our core values.
- ☒ Adhere to Creative Learning Privacy Policies.
- ☐ Respond quicker than snail mail.



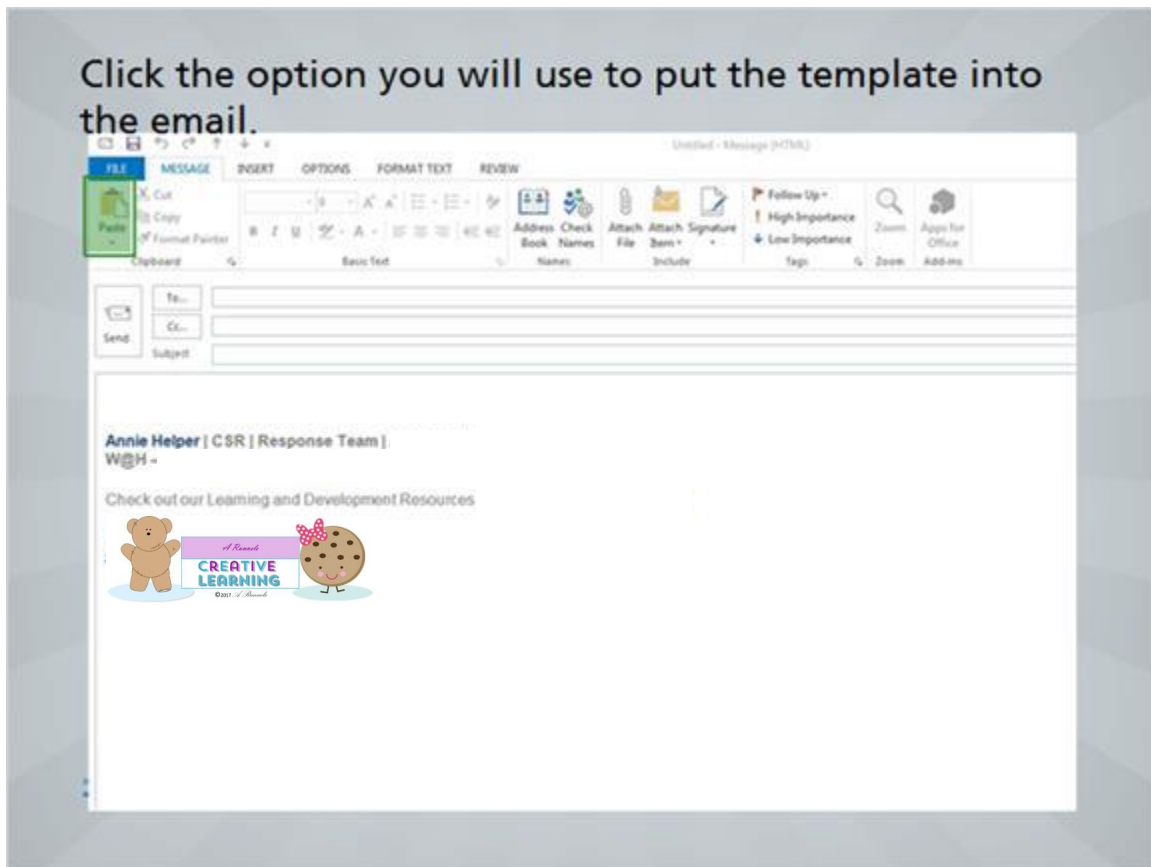
Correct	Choice
X	Lessen the likelihood of grammatical errors.
X	Uphold our core values.
X	Adhere to Creative Learning Privacy Policies.
	Respond quicker than snail mail.

Feedback when correct: That's right! Creative Learning created the CSR Email Templates to lessen the likelihood of grammatical errors, uphold our core values and adhere to Creative Learning Policies.

Feedback when incorrect: Incorrect. Creative Learning created the CSR Email Templates to lessen the likelihood of grammatical errors, uphold our core values and adhere to Creative Learning Policies.

5. Click the option you will use to put the template into the email.

(Hotspot, 10 points, 1 attempt permitted)



Feedback when correct: That's right! You will click Paste to add the template you copied to the email.

Feedback when incorrect: Incorrect. You will click Paste to add the template you copied to the email.

6. Once you click **Download** on a template, you are to **Save** it in the folder labeled **My Documents**.

(True/False, 10 points, 1 attempt permitted)

Once you click **Download** on a template, you are to **Save** it in the folder labeled **My Documents**.

☐ True

☒ False



Correct	Choice
	True
X	False

Feedback when correct: That's right! Once you click Download on a template, you are to Open it then copy and paste it into the email.

Feedback when incorrect: Incorrect. Once you click Download on a template, you are to Open it then copy and paste it into the email.

7. When the need arises for a CSR to email a member, the first step the CSR should take is _____.

(Multiple Choice, 10 points, 1 attempt permitted)

When the need arises for a CSR to email a member, the first step the CSR should take is _____.

- ☒ determine what information needs to be sent
- ☐ select the email template
- ☐ apply the email template to Outlook Email
- ☐ email the member that you will look up the information and get back to them shortly



Correct	Choice
X	determine what information needs to be sent
	select the email template
	apply the email template to Outlook Email
	email the member that you will look up the information and get back to them shortly

Feedback when correct: That's right! When the need arises for a CSR to email a member, the first step the CSR should take is determine what information needs to be sent.

Feedback when incorrect: Incorrect. When the need arises for a CSR to email a member, the first step the CSR should take is determine what information needs to be sent.

8. The information you will need to change in the template will be highlighted.

(True/False, 10 points, 1 attempt permitted)

The information you will need to change in the template will be highlighted.

☒ True

☐ False



Correct	Choice
X	True
	False

Feedback when correct: That's right! The information you will need to change in the template will be highlighted, just fill in those sections with the member's information.

Feedback when incorrect: Incorrect. The information you will need to change in the template will be highlighted, just fill in those sections with the member's information.

9. The final step prior to sending the email to the member is to do a final check using _____.

(Multiple Choice, 10 points, 1 attempt permitted)

The final step prior to sending the email to the member is to do a final check using _____.

- ☒ the CSR Email Checklist
- ☐ peer review
- ☐ your best judgement
- ☐ spell check



Correct	Choice
X	the CSR Email Checklist
	peer review
	your best judgement
	spell check

Feedback when correct: That's right! The final step prior to sending the email to the member is to do a final check using the CSR Email Checklist.

Feedback when incorrect: Incorrect. The final step prior to sending the email to the member is to do a final check using the CSR Email Checklist.

10. Place the steps for CSRs sending emails to members in the correct order.

(Sequence Drag and Drop, 10 points, 1 attempt permitted)

Place the steps for CSRs sending emails to members in the correct order.

1. Analyze incoming email
2. Choose appropriate template
3. Apply template
4. Review email
5. Send



Correct Order
Analyze incoming email
Choose appropriate template
Apply template
Review email
Send

Feedback when correct: That's right! Analyze incoming email > Choose appropriate template > Apply template > Review email > Send.

Feedback when incorrect: Incorrect. The correct order of steps for CSRs to send emails to members is Analyze incoming email > Choose appropriate template > Apply template > Review email > Send.