

TELEPHONY TEST QUESTIONS!

1. Which of the following is the agency code?
 - a. 1234
 - b. 9007
 - c. 78279
 - d. 7009

Answer:

2. What symbol/sign do you enter to separate multiple task codes when closing/ending your visit?

Answer:

3. What is the grace period of arrival at the client's home?

Answer:

4. True or False

A validator is used at a client's home with no home/cell phone.

Answer:

5. True or False

Telephony is a service that documents an employee's arrival time and departure time through a call to a toll free number from your home telephone.

Answer:

This is to certify that I took the telephony training this day (09/27/12) and understand its operation.

Name

Signature & Date