

CBO Practice Test Questions and Answers

1. What is a compliance risk?

- A) Risk of product defects.
- B) Risk of not complying with laws
- C) Risk of losing customers.
- D) Risk of employee turnover.

2. What is a strategic objective?

- A) Daily work schedules.
- B) Specific goals aligned with strategy
- C) Employee lunch breaks.
- D) Customer complaints.

3. What is a customer journey map?

- A) A geographic map of customer locations
- B) A visual representation of the steps a customer takes when interacting with a company across all touchpoints
- C) A sales funnel diagram
- D) An org chart of the customer service department

4. What is a SWOT analysis used for?

- A) Tracking employee attendance.
- B) Identifying strengths, weaknesses, opportunities & threats
- C) Measuring sales targets.
- D) Planning daily tasks.

Answers: 1-B 2-B 3-B 4-B

For More CBO Questions and Answers FREE, CBO Online Prep Training,
CBO Exam, CBO Study Guide, CBO Flashcards, CBO Quizzes visit:

CBO Practice Test