

**QUESTION 10**  
 Which of the following is a type of **customer service** that is most likely to be used by a company that is a **customer service** provider?

Option	Description	Explanation
A	Customer service	Customer service is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.
B	Product support	Product support is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.
C	Technical support	Technical support is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.
D	Customer service	Customer service is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.
E	Product support	Product support is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.
F	Technical support	Technical support is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.
G	Customer service	Customer service is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.
H	Product support	Product support is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.
I	Technical support	Technical support is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.
J	Customer service	Customer service is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.
K	Product support	Product support is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.
L	Technical support	Technical support is a type of service that is provided by a company to its customers. It is a type of service that is most likely to be used by a company that is a customer service provider.

**QUESTION 11**  
 Which of the following is a type of **customer service** that is most likely to be used by a company that is a **customer service** provider?