

QUESTION 10
 Which of the following is a type of **customer service** that is most likely to be used by a company that is **not** a **customer service** provider?

Option	Service	Description
A	Customer Support	Helping customers with their problems and providing information about the company's products and services.
B	Product Sales	Helping customers with their purchases and providing information about the company's products and services.
C	Product Development	Helping customers with their purchases and providing information about the company's products and services.
D	Product Marketing	Helping customers with their purchases and providing information about the company's products and services.
E	Product Distribution	Helping customers with their purchases and providing information about the company's products and services.
F	Product Research	Helping customers with their purchases and providing information about the company's products and services.
G	Product Design	Helping customers with their purchases and providing information about the company's products and services.
H	Product Testing	Helping customers with their purchases and providing information about the company's products and services.
I	Product Training	Helping customers with their purchases and providing information about the company's products and services.
J	Product Maintenance	Helping customers with their purchases and providing information about the company's products and services.
K	Product Repairs	Helping customers with their purchases and providing information about the company's products and services.
L	Product Returns	Helping customers with their purchases and providing information about the company's products and services.
M	Product Refunds	Helping customers with their purchases and providing information about the company's products and services.
N	Product Complaints	Helping customers with their purchases and providing information about the company's products and services.
O	Product Feedback	Helping customers with their purchases and providing information about the company's products and services.
P	Product Reviews	Helping customers with their purchases and providing information about the company's products and services.
Q	Product Ratings	Helping customers with their purchases and providing information about the company's products and services.
R	Product Recommendations	Helping customers with their purchases and providing information about the company's products and services.
S	Product Suggestions	Helping customers with their purchases and providing information about the company's products and services.
T	Product Ideas	Helping customers with their purchases and providing information about the company's products and services.
U	Product Concepts	Helping customers with their purchases and providing information about the company's products and services.
V	Product Prototypes	Helping customers with their purchases and providing information about the company's products and services.
W	Product Mockups	Helping customers with their purchases and providing information about the company's products and services.
X	Product Wireframes	Helping customers with their purchases and providing information about the company's products and services.
Y	Product User Interfaces	Helping customers with their purchases and providing information about the company's products and services.
Z	Product Usability Testing	Helping customers with their purchases and providing information about the company's products and services.

Correct Answer: **Product Sales**
 Explanation: **Product Sales** is a type of customer service that is most likely to be used by a company that is not a customer service provider.