

CPOA Reliable Test Notes | New CPOA Exam Dumps

CPOA Management Practice Test 1 (2023 – 2024) With Complete Solution

When a patient first walks into the office for an appointment the paraoptometric should... - acknowledge the patient with a courteous greeting

Which of the following would be considered appropriate behavior in front of a patient? - Using soft tones while speaking to other staff members

Which of the following would not be considered an appropriate telephone technique? - Letting the phone ring several times before answering to give the impression that your office is busy

If a phone call is for a staff member who is busy with a patient the paraoptometric should - Ask to take a message

If a patient calls requesting information that will take a few minutes to locate the paraoptometric should - Ask the patient if he or she would like to hold or ask to call the patient back

A phone message should include all of the following except.. - Length of the call

A caller who insists on a price estimate over the phone should be - Told that the prices are estimated

The AOA set of principles that include the statement "to keep their patients eye, vision, and general health paramount at all times" is part of the: - Code of Ethics

The practice of keeping medical records out of view of patients is compliant with: - HIPAA

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IIBA CPOA Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Topic 1 | <ul style="list-style-type: none">Obsess About Value: This section of the exam measures the skills of Value Delivery Managers and highlights maximizing product value through prioritization, continuous improvement, and focusing on outcomes that matter most to customers and organizations. |
| Topic 2 | <ul style="list-style-type: none">Deliver Often: This section of the exam measures the skills of Scrum Practitioners and evaluates knowledge of delivering value iteratively and frequently through agile release cycles. |
| Topic 3 | <ul style="list-style-type: none">Engage the Whole Team: This section of the exam measures the skills of Agile Team Members and focuses on building collaboration within cross-functional teams to ensure everyone contributes to product ownership responsibilities. |
| Topic 4 | <ul style="list-style-type: none">Learn Fast: This section of the exam measures the skills of Innovation Analysts and addresses using experimentation, feedback loops, and metrics to learn quickly and adjust product direction effectively. |
| Topic 5 | <ul style="list-style-type: none">Make an Impact: This section of the exam measures the skills of Product Owners and emphasizes aligning product initiatives with business outcomes and ensuring that the work done creates measurable impact for the organization. |
| Topic 6 | <ul style="list-style-type: none">Cultivate Customer Intimacy: This section of the exam measures the skills of Product Analysts and covers engaging with customers and stakeholders to deeply understand needs, preferences, and pain points to deliver customer-focused solutions. |

IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q60-Q65):

NEW QUESTION # 60

Which technique is used to analyze customers' perspective on the product experience across all touchpoints?

- A. Customer journey maps
- B. Focus groups
- C. Interviews
- D. Personas

Answer: A

Explanation:

Customer journey maps analyze the customer's perspective on the product experience across all touchpoints, highlighting pain points, opportunities, and moments of delight to improve overall satisfaction.

NEW QUESTION # 61

Which of the following can be readily used for release planning?

- A. Product vision
- B. Product idea
- C. Product roadmap
- D. Product backlog

Answer: D

Explanation:

The product backlog can be readily used for release planning because it contains prioritized, well-defined items that can be selected and scheduled for upcoming releases.

NEW QUESTION # 62

Which visual technique can be used to understand the relationship between stakeholders and their influence on product decisions?

- A. Market analysis
- B. Mind mapping
- C. Roadmap analysis
- D. Brainstorming

Answer: B

Explanation:

Mind mapping visually illustrates the relationships between stakeholders and their influence on product decisions, helping identify key influencers and communication priorities.

NEW QUESTION # 63

Which stakeholder groups are responsible to resolve all issues and limitations and, to ensure building a viable and high value solution?

- A. Customers
- B. Key stakeholders
- C. Delivery team
- D. Supporting stakeholders

Answer: B

Explanation:

Key stakeholders are responsible for resolving issues and limitations while ensuring the solution being built is viable and delivers high value, as they have decision-making authority and vested interest in the outcome.

NEW QUESTION # 64

How does a product ownership analysis (POA) practitioner act as an advocate for customers?

- A. Ensures the product being built will delight customers by exceeding their expectations of what they'd reasonably expect
- B. Assesses and reviews feedback in isolation
- C. Understands that the team are the true arbitrators of value delivery
- D. Interacts with the emerging product as the customer would

Answer: A

Explanation:

Acting as a customer advocate means ensuring the product not only meets requirements but also delights customers by exceeding their reasonable expectations, thereby maximizing customer satisfaction and product value.

NEW QUESTION # 65

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