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CPOA chapter 1 questions and answers

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

which of the following would NOT be considered an appropriate telephone technique? - letting the phone ring several times to give the impression that the 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 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 just estimates

the AOA set of principles that include the statement, "To keep the visual welfare of the patient uppermost at all times" is called - code of Ethics

the practice of keeping keep medical records out of view of patients is compliant with - HIPPA

when a patient presents with a complaint, the paraoptometric should - express concern and understanding

when making appointments, the paraoptometric should NOT - rely on memory

if in doubt as to whether a patient requires an emergency appointment, the paraoptometric should - consult with the doctor

which of the following would NOT be considered an emergency situation requiring immediate attention? - loss of contact lens

If the office is extremely behind schedule, the paraoptometric should - indicate your best estimate time of how long it will be before the patient will be seen

when discussing medical record documentation, EMR stands for - electronic medical record

how often should the paraoptometric check supplies? - once a month

the paraoptometric should maintain how much of a reserve of examination room supplies? - 1 months worth

extra care must be exercised when ordering drugs and solutions because most of them will - have an expiration date

a purchasing notebook for frames should indicate all of the following EXCEPT - name of the patients who have purchased the frame

cash paid out can be recorded in - a cash disbursement book

when an employee is added to the staff, what form must be filled out - W-4

which of the following info does not need to be included on a payroll check stub? - number of dependents

when reconciling bank statements, the canceled checks should be arranged by - numerical order

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IIBA CPOA Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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	• Apply Foundational Concepts: This section of the exam measures the skills of Business Analysts and covers applying core concepts of product ownership analysis, including understanding agile principles and basic practices required to build successful products.

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With the ever-increasing competition, people take IIBA CPOAcertification to exhibit their experience, skills, and abilities in a better way. Having Certificate in Product Ownership Analysis (IIBA-CPOA) CPOA certificate shows that you have better exposure than others. So, CPOA Certification also gives you an advantage in the industry when employers seek candidates for job opportunities. However, preparing for the IIBA CPOA exam can be a difficult and time-consuming process.

IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q36-Q41):

NEW QUESTION # 36
Empathy with stakeholders is built by:

- A. clarifying assumptions.
- B. relying on prior personal experiences.
- C. accepting the use of ambiguous words.
- D. delivering the solution under budget.

Answer: A

Explanation:
Clarifying assumptions builds empathy with stakeholders by ensuring mutual understanding, reducing misinterpretations, and fostering trust through transparent communication.

NEW QUESTION # 37
In which stage of the product lifecycle would an iteration plan prioritize requirements related to increasing adoption of the product?

- A. Incubation
- B. Launch
- C. Growth
- D. Build

Answer: C

Explanation:
In the growth stage of the product lifecycle, iteration plans prioritize requirements aimed at increasing product adoption, expanding the customer base, and enhancing market presence.

NEW QUESTION # 38
Which component is used to determine how the product teams operate within the enterprise context?

- A. Collaboration
- B. Brand value
- C. Time value
- D. Market value

Answer: A

Explanation:

Collaboration determines how product teams operate within the enterprise context by defining how they interact, share information, and work together to achieve organizational goals.

NEW QUESTION # 39

What skill is required while engaging in observation with the customer?

- A. Coaching
- B. Interviewing
- C. Alertness
- D. Evaluation

Answer: C

Explanation:
Alertness is essential during customer observation to capture subtle behaviors, reactions, and environmental factors that can provide valuable insights into their needs and experiences.

NEW QUESTION # 40

Which product roadmap provides a picture of what success looks like across stakeholders and the delivery team?

- A. Goal-oriented
- B. Technology-oriented
- C. Success-oriented
- D. Profit-based

Answer: A

Explanation:
A goal-oriented product roadmap aligns stakeholders and the delivery team by showing what success looks like, focusing on desired outcomes rather than just features or technology.

NEW QUESTION # 41

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