

# CPOA New Test Bootcamp, CPOA Valid Braindumps Questions

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## 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"><li>• <b>Make an Impact:</b> 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Obsess About Value:</b> 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Cultivate Customer Intimacy:</b> 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.</li></ul>

## IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q34-Q39):

### NEW QUESTION # 34

Which creative questioning technique is used to get deeper answers?

- A. Module analysis
- **B. 5 Why's**
- C. Closed
- D. Rhetorical

**Answer: B**

Explanation:

The 5 Why's technique involves repeatedly asking "why" to drill down into the root cause of an issue, enabling deeper understanding and more effective problem-solving.

### NEW QUESTION # 35

A product ownership analysis (POA) practitioner should consider performing which of the following in response to a changing target market?

- A. Grooming the product backlog
- **B. Revising the minimal viable product (MVP)**
- C. Applying human-centered design principles
- D. Storyboarding the solution

**Answer: B**

Explanation:

When the target market changes, revising the MVP ensures that the product's initial deliverable remains aligned with the new market needs, allowing the team to focus on delivering the most relevant and valuable features.

### NEW QUESTION # 36

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

- A. Assesses and reviews feedback in isolation
- **B. Ensures the product being built will delight customers by exceeding their expectations of what they'd reasonably expect**

- C. Understands that the team are the true arbitrators of value delivery
- D. Interacts with the emerging product as the customer would

**Answer: B**

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 # 37

Which component is used to determine how the product teams operate within the enterprise context?

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

**Answer: C**

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 # 38

A product ownership analysis (POA) practitioner should consider performing which of the following in response to a changing target market?

- A. Grooming the product backlog
- B. Revising the minimal viable product (MVP)
- C. Applying human-centered design principles
- D. Storyboarding the solution

**Answer: B**

Explanation:

When the target market changes, revising the MVP ensures that the product's initial deliverable remains aligned with the new market needs, allowing the team to focus on delivering the most relevant and valuable features.

### NEW QUESTION # 39

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In today's competitive industry, only the brightest and most qualified candidates are hired for high-paying positions. Obtaining IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) is a wonderful approach to be successful because it can draw in prospects and convince companies that you are the finest in your field. Pass the Certificate in Product Ownership Analysis (IIBA-CPOA) exam to establish your expertise in your field and receive certification. However, passing the Certificate in Product Ownership Analysis (IIBA-CPOA) CPOA Exam is challenging.

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