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## CPOA chapter 1 Exam 2025

### Questions and Answers

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

WHICH OF THE FOLLOWING WOULD BE CONSIDERED APPROPRIATE BEHAVIOR IN FRONT OF A PATIENT? - ANSWER✓✓-USING SOFT TONES WHILE SPEAKING TO OTHER STAFF

which of the following would NOT be considered an appropriate telephone technique?

- ANSWER✓✓-letting the phone ring several times to give the impression that the office is bussy

If a phone call is for a staff member who is busy with a patient, the paraoptometric should - ANSWER✓✓-ask to take a message

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

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## IIBA CPOA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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## **IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q18-Q23):**

### **NEW QUESTION # 18**

Automated tools allow teams to:

- A. track everyone's work more carefully and assess who needs to be replaced.
- **B. focus on customers and business value much more effectively.**
- C. minimize the amount of customer feedback they need to collect.
- D. communicate less often thus saving time.

### **Answer: B**

Explanation:

Automated tools help teams streamline routine tasks and processes, enabling them to focus more effectively on delivering customer value and achieving business objectives.

### **NEW QUESTION # 19**

When segmenting customers by their education, this segmentation belongs to a:

- A. psychographic group.
- **B. demographic group.**
- C. behavioural group.
- D. geographic group.

### **Answer: B**

Explanation:

Segmenting customers by education falls under demographic grouping, which categorizes customers based on measurable population characteristics such as age, income, and education level.

### **NEW QUESTION # 20**

A high-performance team requires team members to have complementary capabilities so that the product team structure and competencies help:

- A. impart product and domain context.
- B. assess different types of capabilities.
- C. create a shared vision.
- D. recognize enterprise context.

**Answer: C**

Explanation:

Complementary capabilities enable team members to work toward a shared vision, leveraging diverse skills to collaboratively achieve the product's goals and deliver maximum value.

**NEW QUESTION # 21**

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

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

**Answer: D**

Explanation:

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

**NEW QUESTION # 22**

Iteration planning:

- A. may evolve through the learn and adapt cycle.
- B. is required to complete release planning.
- C. requires the delivery team to align goals to support the product vision.
- D. demonstrates commitment to the team.

**Answer: A**

Explanation:

Iteration planning may evolve through the learn and adapt cycle, allowing the team to refine plans based on new insights, feedback, and changing priorities to improve delivery effectiveness.

**NEW QUESTION # 23**

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