Activity: Pop Quiz

Recalling Week 1

Activity Instructions:

- Split participants into **two groups** for the quiz.
- Each group answers **two questions**.
- A **bonus question** follows.
- Use a **tiebreaker** if needed.
- Groups have **30 seconds** per question.

Scoring Rubric:

- **Quiz Questions:** 2 points per correct answer
- **Bonus Question:** 1 point per correct answer
- **Tiebreaker:** Determines the winner if there's a tie



Direct Question 1

Which of the following is OnePay's Earned Wage Access (EWA) platform?	
○	OnePay Cash
○	One@Work (Even)
○	Credit Builder
○	OnePay Wallet

Direct Question 1: Answer

Which of the following is OnePay's Earned Wage Access (EWA) platform?	
○	OnePay Cash
●	**One@Work (Even)**
○	Credit Builder
○	OnePay Wallet

Direct Question 2

Which tool helps you communicate with your teams and ask for help?	
○	Zoom
○	CCAT
○	Calabrio
○	Slack

Direct Question 2: Answer

Which tool helps you communicate with your teams and ask for help?	
○	Zoom
○	CCAT
○	Calabrio
●	**Slack**

Direct Question 3

Which of the following strategies helps a specialist hit the bullseye?	
☐	Asking relevant questions
☐	Using courteous language
☐	Listening actively
☐	Guiding the conversation

Direct Question 3: Answer

Which of the following strategies helps a specialist hit the bullseye?	
☐	Asking relevant questions
☐	Using courteous language
☐	Listening actively
☐	Guiding the conversation

Direct Question 4

How does paraphrasing a customer's issue help a specialist?

○	Validates the customer's information
○	Diagnoses the issue accurately
○	Confirms all necessary information.
○	Provides an accurate solution

Direct Question 4: Answer

How does paraphrasing a customer's issue help a specialist?	
○	Validates the customer's information
○	Diagnoses the issue accurately
●	**Confirms all necessary information**
○	Provides an accurate solution

Direct Question 5

Identify the responsibilities of a specialist. (Select all that apply.)	
☐	Welcome the customer, shake hands.
☐	Communicate accurately, clearly, and directly.
☐	Communicate independently with the customers.
☐	Treat customers like valued guests.

Direct Question 5: Answer

Identify the responsibilities of a specialist. (Select all that apply.)	
☐	Welcome the customer, shake hands.
■	**Communicate accurately, clearly, and directly.**
☐	Communicate independently with the customers.
■	**Treat customers like valued guests.**

Direct Question 6

Why is acknowledging a customer's problem important during an interaction?

○	To make the customer feel at home.
○	To keep the customer engaged while troubleshooting.
○	To simplify complex issues for the customer.
○	To build trust and reassure the customer.

Direct Question 6: Answer

Why is acknowledging customer problems important when engaging the customer?	
○	To make the customer feel at home.
○	To keep the customer engaged while troubleshooting.
○	To simplify complex issues for the customer.
●	**To build trust and reassure the customer.**

Direct Question 7

Identify the best practices of using Okta. (Select all that apply.)	
☐	Log in to Okta when you need it.
☐	Open the required applications from the Okta dashboard in separate Chrome windows/tabs.
☐	Open Amazon Connect for the chat and call window to appear.
☐	Set your status to “Available” to start receiving chats or calls.

Direct Question 7: Answer

Identify the best practices of using Okta. (Select all that apply.)	
☐	Log in to Okta when you need it.
■	**Open the required applications from the Okta dashboard in separate Chrome windows/tabs.**
■	**Open Amazon Connect for chat and call window to appear.**
■	**Set your status to 'Available' to start receiving chats or calls.**

Direct Question 8

Jordan wants to set up direct deposit with his routing and account numbers, but only for part of his paycheck to be automatically deposited. Which of the following features can help him?

○	Send form to employer button
○	Find your employer button
○	Direct Deposit section
○	Setting section of OnePay Cash

Direct Question 8: Answer

Jordan wants to set up direct deposit with his routing and account numbers, but only for part of his paycheck to be automatically deposited. Which of the following features can help him?	
○	Send form to employer button
●	**Find your employer button**
○	Direct Deposit section
○	Setting section of OnePay Cash

Direct Question 9

What is a "Contact Driver" in the context of customer service for OnePay?

○	A software tool used for ticket management
○	A framework to understand why a customer contacted us
○	A method for recording customer complaints and escalating them
○	A drop-down list for selecting complaint tags

Direct Question 9: Answer

What is a "Contact Driver" in the context of customer service for OnePay?	
○	A software tool used for ticket management
●	**A framework to understand why a customer contacted us**
○	A method for recording customer complaints and escalating them
○	A drop-down list for selecting complaint tags

Direct Question 10

What is the primary purpose of the Savings tab in the app?

○	To view all transactions made using OnePay debit card
○	To manage debit card settings, such as PIN changes and card freezing
○	To provide details on interest, cash back earned, and savings goals
○	To link external bank accounts for fund transfers

Direct Question 10: Answer

What is the primary purpose of the Savings tab in the app?	
○	To view all transactions made using the OnePay debit card
○	To manage debit card settings, such as PIN changes and card freezing
●	**To provide details on interest, cash back earned, and savings goals**
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Bonus Question 1

Why is accurate logging of customer details essential during interactions?	
○	To ensure smooth escalation to supervisors
○	To ensure a seamless experience across specialists
○	To save time in resolving customer complaints
○	To simplify the drop-down list selection process

Bonus Question 1: Answer

Why is accurate logging of customer details essential during interactions?

○	To ensure smooth escalation to supervisors
●	**To ensure a seamless experience across specialists**
○	To save time in resolving customer complaints
○	To simplify the drop-down list selection process

Bonus Question 2

How can you ensure a smoother start to every shift?	
☐	By reviewing the day's schedule at the start of your shift
☐	By reporting any issues with systems, tools, or customer trends
☐	By completing any pending tasks or training at the end of each shift
☐	By assisting customers within a stipulated time frame

Bonus Question 2: Answer

How can you ensure a smoother start to every shift?	
■	By reviewing the day's schedule at the start of your shift
■	By reporting any issues with systems, tools, or customer trends
■	By completing any pending tasks or training at the end of each shift
☐	By assisting customers within a stipulated time frame

Bonus Question 3

How should a specialist effectively assist customers?	
○	Personalize the response to the customer's mood, needs, and situation.
○	Give solutions in customer's best interest.
○	Explore solutions and provide regular updates.
○	Identify the root cause or anticipate needs.

Bonus Question 3: Answer

How should a specialist effectively assist customers?	
○	Personalize the response to the customer's mood, needs, and situation.
●	**Provide solutions in the customer's best interest.**
○	Explore solutions and provide regular updates.
○	Identify the root cause or anticipate needs.

Bonus Question 4

Which of the following OnePay product helps a customer pay in installments for Walmart purchases?

○	OnePay Cash
○	OnePay Wallet
○	OnePay Loans
○	OnePay Retail card

Bonus Question 4: Answer

Which of the following OnePay product helps a customer pay in installments for Walmart purchases?	
○	OnePay Cash
○	OnePay Wallet
●	**OnePay Loans**
○	OnePay Retail card

Tiebreaker Question 1

Why is it important to avoid text talk and emojis in chat interactions with customers?

○	To reduce the length of the chat
○	To ensure professionalism and clarity
○	To make the interaction more formal and less friendly
○	To maintain a casual tone

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