Klarstig

# Product Knowledge Quiz

Use this short knowledge check to discuss sound working practices. Choose one answer for each scenario and explain how you would apply the guidance in your role.

## Contact and reference

**Organization using this document**

**Your name or contact reference ***

**Email for a reply if needed**

## Information for this document

**Learner name or reference ***

**When instructions are unclear what should you do first ***

- ☐ Ask the responsible person for clarification
- ☐ Assume the usual approach is acceptable
- ☐ Skip the task without telling anyone

**What is the best way to document a completed task ***

- ☐ Mark complete before checking the result
- ☐ Rely only on memory
- ☐ Record the result date and relevant evidence

**A customer asks about a feature you cannot verify what should you say ***

- ☐ Guess from another product
- ☐ Explain that you will check the approved product information
- ☐ Promise the feature is available

**What makes a product explanation useful to a customer ***

- ☐ Connect verified capabilities and limitations to the customer's needs
- ☐ List every feature without context
- ☐ Avoid discussing limitations

**How will you apply these principles to your work ***

## Specific details

### Product family or service covered

Complete when relevant to this request.

### Approved sources for features limitations and current specifications

## Operating context

### Organization branch or team concerned

Complete when relevant to this request.

### Local requirements and constraints relevant to this document

## Limitations and what needs setup

- Submitting the form records the answers in your workspace. It does not approve, schedule, charge or reply on its own unless you add that step to the workflow.
- Email notifications, approval routing, document generation and connections to other systems are available but not switched on until you configure them.

### Want help tailoring this form? Free, Starter and Pro include five personal setup sessions, up to 30 minutes each, per new organization.

Klarstig / Daniel Petry · klarstig.ai · hello@klarstig.ai · support@klarstig.ai · 800-781-1775 · 11917 Laurel Ave., Forestville, CA 95436, USA