

# CritiCall Practice Test Questions and Answers

## 1. When taking an emergency call, what is the first priority?

- A) Getting the caller's personal information
- B) Determining the nature and location of the emergency
- C) Asking for insurance information
- D) Transferring to the appropriate department

## 2. How should you handle a caller who is extremely upset and difficult to understand?

- A) Hang up and wait for them to call back calmer
- B) Speak calmly and ask them to speak slowly
- C) Transfer them immediately to a supervisor
- D) Put them on hold until they calm down

## 3. What does "multitasking" mean for a 911 dispatcher?

- A) Handling only one call at a time
- B) Managing multiple calls, radio traffic, and computer systems simultaneously
- C) Taking breaks between calls
- D) Working different shifts throughout the week

## 4. If you cannot clearly hear the caller's address, you should:

- A) Guess based on the phone number
- B) Ask them to repeat and spell out the address
- C) Send units to the general area
- D) End the call and wait for them to call back

Answers: 1-B 2-B 3-B 4-B

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