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5\_8A\_A1\_E8\_8B\_B1\_E8\_c85\_150224.htm 1、abandon rate 挂断率（衡量客户服务质量的指标之一，计算方式为：拨入客户服务中心的电话总数中客户因等候时间过长而挂断的电话数目占总数的百分比）例：By choosing the right on-hold music, the company has reduced abandon rate by 50%. 2、absenteeism 旷工，缺勤例：Improvements in working conditions helped to reduce levels of absenteeism. 3、absolute interest 绝对产权，绝对权益例：The company has an absolute interest in the building. 4、academic intelligence 学术方面的才智例：Phrases such as "solves problems well," "displays interest in the world at large," "accepts others for what they are," "admits mistakes," "is goal oriented," and "converses well" suggest that people focus on the worldly side of intelligence, as opposed to just "academic intelligence. 5、academic smarts 学术方面的才能例：Its not the usual way of thinking about it - academic smarts-IQ. 100Test 下载频道开通，各类考试题目直接下载。详细请访问

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