Vendor:SDI

Exam Code:SD0-101

Exam Name: Service Desk Analyst Qualification

Version: Demo

QUESTION 1

You are speaking on the phone to a user who is clearly angry. What is the best technique youshould use in this situation?

A. Offer assistance and prevent them from venting

B. Be respectful and allow them to vent

C. Display empathy and assure them that it was not your fault

D. Use his/her name and agree with everything they say

Correct Answer: B

QUESTION 2

Which of these options can be described as controlling tasks that are measurable, definable and repeatable?

A. Company Practices

B. Process Management

C. ITIL Processes

D. Service Management

Correct Answer: B

QUESTION 3

Which process is responsible for ensuring a product, service or process is fit for purpose andthat it continues to provide its intended value?

A. Change Management

B. Security Management

C. Quality Assurance

D. Service Level Management

Correct Answer: C

QUESTION 4

What is the best definition of a Problem?

A. A cause of one or more Incidents

B. Another word for an Incident

C. A Major Incident

D. Something that causes management concern

Correct Answer: A

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QUESTION 5

What is the impact of a high abandon rate in a Service Desk?

A. Low levels of training of Service Desk staff

B. Low Incident resolution rates

C. Low levels of customer satisfaction

D. Low levels of technical capability on the Service Desk

Correct Answer: C

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QUESTION 6

Which attribute would you expect from good team members?

A. They are nice to everyone

B. They have good timekeeping skills

C. They listen to otherpeoples point of view

D. They cover up their mistakes

Correct Answer: C

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QUESTION 7

You are on a call which is degenerating into a tirade of abuse from the caller; how do you react and deal with this?

A. Politely warn the user that they are in the wrong and should calm down

B. Strongly inform the user that you will not stand for abuse in the workplace

C. Strongly warn the user that you will not resolve their issue if they continue to be abusive

D. Politely warn the user that you will hang up or transfer the call if they continue to be abusive

Correct Answer: D

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QUESTION 8

Which of these statements is correct?

A. Assertiveness demonstrates knowledge of your rights and the rights of others

B. Assertiveness demonstrates only respect for others rights

C. Assertiveness demonstrates a disregard of your rights and the rights of others

D. Passiveness is the recommended form ofbehaviour in a support environment

Correct Answer: A

QUESTION 9

Why might a Service Desk use Instant Messaging?

A. To facilitate an immediate response from users

B. To deliver a high first contact resolution rate to users

C. To help users with simple issues thatdont need to be logged

D. To remove the need to speak directly to users

Correct Answer: A

QUESTION 10

Matching the users communication style is important because

A. It increases comprehension, understanding and customer satisfaction levels

B. It increases comprehension, understanding and reduces call volumes

C. It increases comprehension, understanding and reduces call duration

D. It increases comprehension, understanding and first contact resolution

Correct Answer: A

QUESTION 11

What is the primary purpose for having an effective Incident Management process in place?

A. It ensures that all calls will be handled in order of receipt

B. It ensures that all calls from VIPs are given priority treatment

C. It measures the impact of availability and service quality

D. It ensures that service is restored as quickly as possible

Correct Answer: D

QUESTION 12

A primary responsibility of the Service Desk is to

A. Manage Major Incidents

B. Act as the resolver for all users Incidents and Service Requests

C. Resolve Problems

D. Acknowledge and record all Incidents and Service Requests

Correct Answer: D