



# SD0-101<sup>Q&As</sup>

Service Desk Analyst Qualification

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#### QUESTION 1

Which of the options best describes a key responsibility of a Service Desk Manager?

- A. To deliver ad-hoc levels of service quality from the Service Desk
- B. To promote the Service Desk to the organisation and users
- C. To manage Incidents and Major Incidents
- D. To develop and manage the Problem Management team

Correct Answer: B

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#### QUESTION 2

It is your first day answering calls on the Service Desk; what is the best way to greet users when answering the phone to give them the confidence that you know what you are doing?

- A. State your name, the company name and ask how you may help
- B. State your name, the company name and ask for the users details, explaining that you are new
- C. State your name and company, apologise for your lack of experience and then ask for the users details
- D. State your name and ask how you may help

Correct Answer: A

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#### QUESTION 3

Which of these options is the most important thing to remember to ensure that your verbal skills are good?

- A. Learn a new word every day and use it in all conversations
- B. Use well structured sentences to give better explanations
- C. Speak with brevity to give clear explanations
- D. Speak in a manner that matches the style of the user

Correct Answer: D

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#### QUESTION 4

Which of these options is NOT a common technology used by the Service Desk?

- A. Automated Call Distribution (ACD)



- B. Instant Messaging (IM)
- C. Application sizing software
- D. Self-help systems

Correct Answer: C

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#### QUESTION 5

A Service Desk operation requires an SDA to multi-task what does this mean in practice?

- A. Prioritising Incidents without ever needing to check with your manager
- B. Managing a number of Incidents at the same time
- C. Prioritising Incidents according to multi-level SLAs
- D. Delivering a large number of logged Incidents

Correct Answer: B

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