



SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

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

QUESTION 2

Which option best describes the benefits of professionally managing a call?

- A. It optimises talk time and reduces the volume of calls handled
- B. It increases the problem resolution rate and the level of customer satisfaction
- C. It increases the average call duration and establishes credibility for the Service Desk
- D. It increases the confidence of the SDA and the level of customer satisfaction

Correct Answer: D

QUESTION 3

Which option is NOT a characteristic of a successful team?

- A. Trust is encouraged amongst team members
- B. Support from senior management is received
- C. League tables are published
- D. Participation in the decision-making process is encouraged

Correct Answer: C

QUESTION 4

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

QUESTION 5

When you log a user support call what information must you be sure to capture?

- A. Theusers expectation of the SLA
- B. The Service Desks current workload
- C. The last date the user contacted the Service Desk
- D. The way the user describes the Incident

Correct Answer: D

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