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Service Desk Analyst Qualification

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QUESTION 1

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 2

Which of these options is a typical example of a wireless device?

A. A desktop printer

B. A Blackberry or PDA

C. An email server

D. A telephone headset

Correct Answer: B

QUESTION 3

What is the value in following documented Service Desk procedures?

A. It helps to provide a fast turnaround for Incidents

B. It delivers a metric-focussed service

C. It reduces the cost of the IT infrastructure by 30%

D. It protects management from staff errors

Correct Answer: A

QUESTION 4

Which of these options best describes a benefit of good teamwork?

A. There is always someone else to pick up any work you fail to do

B. There is commitment to team decisions

C. There is a specialist for each product or service

D. There is less need for person-to-person communication

Correct Answer: B

QUESTION 5

Which of these options is a benefit of self-service technology?

A. Users can log their issues at any time

B. Reduces Problem resolution time

C. Removes the need for human support

D. Reduces the number of Incidents and Service Requests

Correct Answer: A