



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

Service Desk Analyst Qualification

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### QUESTION 1

How best might you use silent time during a call?

- A. By reviewing with the user what's happened with the call so far
- B. By clearly identifying whether this is a Service Desk issue
- C. By asking about the user's emotional state
- D. By describing the detail of the behind-the-scenes support process

Correct Answer: A

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### QUESTION 2

During a recent training course on effective telephone skills you learnt about effective call management. Which call management principle must you fulfil to ensure that all the calls you receive are handled in a professional and effective manner?

- A. Focus on ending the call as rapidly as possible
- B. Focus on the caller's accent and attempt to speak to him/her in the same way
- C. Focus on doing what is needed to provide a satisfactory resolution
- D. Focus on using silent time to catch up with your emails

Correct Answer: C

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### QUESTION 3

Which of these options is a characteristic of a successfully performing team?

- A. Attendance at team social events is mandatory.
- B. The team leader closely manages everyone equally
- C. A team member will do anything to be the best
- D. Everyone actively listens to each other

Correct Answer: D

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### QUESTION 4

Which activity is part of Change Management?

- A. Trend Analysis



- B. Approval and scheduling
- C. User acceptance testing
- D. Business analysis

Correct Answer: B

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#### QUESTION 5

Which option best describes the difference between open and closed questioning?

- A. Open questions may elicit any answer, whilst closed questions can only have one answer
- B. Open questions aim to draw out more information, whilst closed questions elicit simple factual responses
- C. Open questions are objective and closed questions are subjective
- D. Open questions dont provide clear answers whilst closed questions are factual

Correct Answer: B

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