SD0-101^Q&As

Service Desk Analyst Qualification

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QUESTION 1

Why is it important to keep to your commitments to your team members?

A. It will help to ensure that bonuses are paid

B. My colleagues will admire my achievements

C. It improves the morale of the Service Desk

D. Management will notcriticise my behaviour

Correct Answer: C

QUESTION 2

Active listening is a good practice because

A. It helps you to deliver on your SLA targets

B. It will improve the accuracy of your call logging

C. It can positively increase your average call duration time

D. It shows that you are deferring to the caller

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 is NOT part of the Incident logging process?

A. User identification and verification

B. Incidentprioritisation and classification

C. Resolver group escalation

D. Call recording

Correct Answer: D

QUESTION 5

You have been on a call with a user for five minutes and you sense they are getting frustrated; what is the most likely reason for this?

A. You are attempting to resolve their issue using remote support

B. You are interrogating the Service Knowledge Management System for a known solution

C. The Incident was originally logged by a colleague and you are following the call script to ensure no information had been missed

D. You have put them on hold briefly whilst you consult a colleague

Correct Answer: C

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