



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

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

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#### QUESTION 2

You have recently been allowed to use Instant Messaging as another form of support for your user-base. What is the key disadvantage of this method of support?

- A. It can become too informal
- B. It does not track activity
- C. It requires a spellchecker
- D. It automatically creates emoticons

Correct Answer: B

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#### QUESTION 3

Which option is the best example of an open question?

- A. Where is the key?
- B. Please tell me about the situation?
- C. Please tell me the serial number?
- D. Which floor is your office on?

Correct Answer: B

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#### QUESTION 4

A call comes into the Service Desk and it is not for an IT issue. What should you do?

- A. Route the call to someone who can help them



- B. Log an Incident
- C. Explain it is not an IT issue and that they need to speak to someone else
- D. Try to resolve their issue

Correct Answer: A

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#### QUESTION 5

Which statement best describes methods by which customer satisfaction surveys are distributed?

- A. By informal chats, during appraisals and at the annual company meeting
- B. At management meetings, teambuilding events and team meetings
- C. By email, by telephone and at face-to-face interviews
- D. At department meetings, by anonymous mail-drops and by courier

Correct Answer: C

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