SDI

SD0-101 Exam

SDC

Questions & Answers

(Demo Version - Limited Content)

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Question: 1

Your manager has told you that the Service Desk team must provide excellent customer service at all times. As an SDA, what is the most important thing you must do to ensure that this happens?

A. Always show plenty of sympathy to the users
B. Always follow the procedures you understand best
C. Always reprimand colleagues who fail to deliver service excellence
D. Always listen to what users tell you

Answer: D

Question: 2

Some things can get in the way of good communication which of these options has the biggest impact on a Service Desk?

A. Noise and general chatter
B. Inappropriate SLAs in place
C. An unreliable IT infrastructure
D. The users status in the organisation

Answer: A

Question: 3

Which option is the best example of a closed question?

A. What are the symptoms of your Incident?
B. Tell me what you were doing immediately prior to the Incident?
C. What version of the software do you have?
D. How can I be of help?

Answer: C

Question: 4

What is the best type of questioning to use to disengage a caller whilst ensuring a professional approach to call management?

A. Reflective questions
B. Rapid questions
C. Open questions

D. Closed questions

Answer: D

Question: 5

Which of these options is NOT part of the correct procedure for putting a user on hold?

A. Asking the user for permission to remotely access their system
B. Communicating a valid reason for putting the user on hold
C. Giving the user a reasonable time frame
D. Regularly updating the user about the wait-time

Answer: A

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