

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

Service Desk Analyst Qualification

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**QUESTION 1**

Which of these options will demonstrate your confidence in your ability to handle a support call?

- A. Explaining that you are new to the role
- B. Promptly escalating challenging calls to 2nd line
- C. Speaking in a positive tone and style
- D. Developing good relationships with second-line support

Correct Answer: C

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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 callers 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 the options best describes primary components of a desktop or laptop system

- A. A processor (CPU), memory, a modem and a hard drive
- B. An external hard drive, a keyboard and a mouse
- C. An operating system, application software and memory
- D. A keyboard, memory and email software

Correct Answer: C

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**QUESTION 4**

What is the difference between ongoing and periodic customer satisfaction surveys?

- A. Ongoing surveys are carried out on every call whilst periodic surveys are run monthly

- B. Ongoing surveys are carried out over an extended time whilst periodic surveys are limited to specific events
- C. Ongoing surveys are carried out after Incidents whilst periodic surveys are run on a regular or annual basis
- D. Ongoing surveys are carried out for general information whilst periodic surveys aim to get more specific Incident-based data

Correct Answer: C

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## QUESTION 5

What is a key advantage for both you and a user when you resolve his/her Incident using remote support?

- A. The user doesn't need to get involved in the resolution
- B. The user's lack of technical skill is less obvious
- C. The SDA can showcase his/her technical abilities
- D. The SDA can provide real-time training to the user

Correct Answer: D

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