

SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

Which of these options best describes the primary purpose of Knowledge Management?

- A. It improves efficiency by reducing the need to rediscover knowledge
- B. It ensures that there is a large volume of technical information available
- C. It ensures that Incident records contain meaningful resolution information
- D. It provides workaround solutions for routine Incidents

Correct Answer: A

QUESTION 2

You are re-branding your Help Desk into a Service Desk. How do you convince an old hand in the team to change their approach and start using a standard greeting? Explain to them that:

- A. It will demonstrate that the new management are in control of the group
- B. A standard greeting ensures that users can control the calls
- C. VIPs will get the same level of service as other users
- D. The reputation of the new group will be enhanced

Correct Answer: D

QUESTION 3

You receive a call from a user who feels they have been let down by the IT department and although they are not yet angry, they clearly feel disappointed. What should you do to rectify this situation?

- A. Provide an reason for everything that has happened
- B. Explain that it was the infrastructure teams error that you will correct
- C. Ensure the user knows you are going to sort it out for them
- D. Escalate the call to your manager immediately

Correct Answer: C

QUESTION 4

Which option is the best technique to use when speaking with someone from a different culture or who has difficulty communicating in your language?

- A. Ask the user to email you with the details

- B. Advise the user about language classes they can take
- C. Use paraphrasing to verify your understanding
- D. Speak informally to put them at their ease

Correct Answer: C

QUESTION 5

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 not criticise my behaviour

Correct Answer: C

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