

SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

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

QUESTION 2

Which of these options is NOT a common technology used by the Service Desk?

- A. Automated Call Distribution (ACD)
- B. Instant Messaging (IM)
- C. Application sizing software
- D. Self-help systems

Correct Answer: C

QUESTION 3

What is the most important thing to remember when writing an email?

- A. Use emoticons to individualise your emails
- B. Use abbreviations to ensure a speedy response
- C. Review your email if you have time
- D. Use a clear, concise style of writing

Correct Answer: D

QUESTION 4

A new trainee is being inducted into the Service Desk and s/he questions why there are procedures and the need for documentation. What should you tell him/her to justify the need for consistent procedures and processes?

- A. Clear procedures mean that everything is done uniformly to eliminate errors

- B. Clear procedures mean that customers receive consistent service
- C. SLAs and procedures ensure that staff will not be criticised if targets are not met
- D. Consistent procedures mean that SLAs and OLAs will always be met

Correct Answer: B

QUESTION 5

Which of these options is a commonly used peripheral device?

- A. Scandisk
- B. Mobile/cell phone
- C. Email server
- D. Scanner

Correct Answer: D

QUESTION 6

What is a typical Service Desk situation that would result in frustrated users and low levels of customer satisfaction?

- A. Users experience faster than expected responses to their support calls
- B. Users experience longer waits than expected before their support calls are answered
- C. Users experience the routing of calls direct to specialists
- D. A recent implementation of new HR policies concerning complaints

Correct Answer: B

QUESTION 7

A difficult call is taking some time and the user is angry and frustrated. How can you best keep the user focussed on the resolution?

- A. Use questions to control the conversation
- B. Use formal communication
- C. Use informal communication
- D. Keep to the technical detail of the call

Correct Answer: A

QUESTION 8

Which of these options is a recognised advantage of self-healing technology?

- A. It passes the cost of support to the users
- B. It reduces the requirement for SLAs
- C. It enables users to fix more Incidents themselves
- D. It decreases the cost of support

Correct Answer: D

QUESTION 9

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

QUESTION 10

You are handling users Incidents or Service Requests - the impact of a language barrier can mean

- A. A higher volume of Incidents and Service Requests are logged
- B. The Priorities of Incidents and Service Requests are higher due to increased escalations
- C. Customer satisfaction is higher due to the length of time spent on the calls
- D. There is confusion about the details of the users Incident or Service Request

Correct Answer: D

QUESTION 11

Which process is responsible for the protection of user names and personal data?

- A. Incident Management
- B. Security Management

C. Human Resource Management

D. Quality Assurance

Correct Answer: B

QUESTION 12

Which of these options is an advantage of remote support?

A. SDA dependence on remote support

B. Incident visibility

C. Users do not need to be involved

D. Silent time

Correct Answer: B

QUESTION 13

What are the benefits of conveying empathy to users?

A. It makes the user think that you know how they feel and creates a rapport

B. It makes the user think that you understand how they feel and that you have the technical skill to resolve their issue

C. It makes the user feel sorry for you and creates a rapport

D. It creates a rapport and helps the users understand how busy you are

Correct Answer: A

QUESTION 14

Which option is NOT a type of non-verbal communication?

A. Eye contact

B. Body language

C. Facial expressions

D. Open questions

Correct Answer: D

QUESTION 15

What is the difference between a desktop system and a server?

- A. A server is used only for emails, a desktop system can be used by many people
- B. A desktop system is a single user system, a server is used by many users
- C. A server has a short life-expectancy, a desktop system has a long life-expectancy
- D. A desktop system is a two-person workstation, a server is for one person only

Correct Answer: B

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