

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

Service Desk Analyst Qualification

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## QUESTION 1

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

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## QUESTION 2

Which of these options is a standard Quality Assurance practice found in a Service Desk?

- A. Problem monitoring and review
- B. SLA metric reporting
- C. Change advisory boards
- D. Call and Incident monitoring

Correct Answer: D

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## QUESTION 3

Which of these options best describes the requirements for successful negotiation?

- A. Set objective criteria to measure results, determine the underlying need and be prepared to compromise
- B. Acknowledge the benefit of the other persons ideas before enforcing your own
- C. Recognise different personality types, emotions and motivations of participants and capitalise on their weaknesses
- D. Get as many of the involved parties to agree to your ideas prior to any meeting

Correct Answer: A

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## QUESTION 4

Which of these options is a wireless device commonly supported by the Service Desk?

- A. PDAs
- B. IPODs

C. CPUs

D. ACDs

Correct Answer: A

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## QUESTION 5

What can you do to build rapport and match a users communication approach?

A. Try using formal levels of communication

B. Avoid emotional and overly-expressive vocabulary

C. Use similar technical terms to the user

D. Avoid using technical language completely

Correct Answer: C

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## QUESTION 6

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

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## QUESTION 7

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 8

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

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**QUESTION 9**

Which of these options best describes a router?

- A. A device that connects sub-networks together
- B. A device that connects one or more hubs
- C. A device that connects one or more networks
- D. A device that connects one or more network switches

Correct Answer: A

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**QUESTION 10**

Which is NOT a standard method of support from a Service Desk?

- A. Desk-side support
- B. Remote Control
- C. Instant Messaging
- D. Super-users

Correct Answer: D

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**QUESTION 11**

Which option can you identify as NOT being a common cause of stress?

- A. Unrealistic work schedules
- B. Insufficient rest time
- C. A hectic social life

D. Problem Management

Correct Answer: D

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## QUESTION 12

What should an SDA reasonably expect of users when they contact the service desk for assistance?

- A. To provide valuable information regarding their opinion of the Service Desk
- B. To provide valuable information regarding their view of the SLA
- C. To provide an opportunity to receive feedback regarding their technical ability
- D. To provide the relevant information needed to resolve their incident

Correct Answer: D

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## QUESTION 13

Which would be a common use of self-healing technology?

- A. Automated dial-up
- B. Anti-virus software
- C. Password locking
- D. Autonomous agent

Correct Answer: B

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## QUESTION 14

Which option is a benefit of using self-help?

- A. It allows users to resolve some incidents at any time
- B. It gives users the opportunity to become technical experts
- C. It avoids the inconvenience of telephone handling
- D. It give users the ability to self-diagnose their incidents in future

Correct Answer: A

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## QUESTION 15

What is the best way for an SDA to enhance the image of the Service Desk?

- A. Dress to reflect your professionalism
- B. Ensure users are aware that the Service Desk is the key component in IT
- C. Provide accurate information to users without denigrating other teams
- D. Advise users of resolutions via the weekly Service Desk email

Correct Answer: C

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