



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

Service Desk Analyst Qualification

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#### QUESTION 1

Which option defines a skill required for effective problem solving?

- A. Understanding the customer as a human being
- B. Knowing when to take responsibility
- C. Acting on intuition or impulse
- D. Identifying known errors for the Service Knowledge Management System

Correct Answer: B

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#### QUESTION 2

What is the best reason for an SDA to follow documented processes and procedures?

- A. It ensures that all customers perform consistently
- B. It ensures that the SDA performs consistently
- C. It ensures that customers consistently provide positive feedback
- D. It ensures that the manager is protected from irate users

Correct Answer: B

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#### QUESTION 3

To improve your telephone communications skills, which of these skills should you concentrate on developing?

- A. Your ability to read personality types
- B. Your facial gestures when talking
- C. Your listening capability
- D. Your technical comprehension

Correct Answer: C

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#### QUESTION 4

Which option is a common form of call monitoring in a Service Desk?

- A. Remote service continuity observation
- B. Remote call management observation



C. Remote delivery observation

D. Remote service observation

Correct Answer: D

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#### QUESTION 5

Which attribute would you expect from good team members?

A. They are nice to everyone

B. They have good timekeeping skills

C. They listen to other peoples point of view

D. They cover up their mistakes

Correct Answer: C

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