



SD0-101^{Q&As}

Service Desk Analyst Qualification

Pass SDI SD0-101 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/sd0-101.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by SDI Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

Which option best describes one of the roles of an SDA?

- A. Managing users expectations
- B. Delivering problem support
- C. Negotiating SLAs with customers
- D. Achieving reporting targets

Correct Answer: A

QUESTION 2

An SDA has produced a report for a user and although its contents are accurate, it is grammatically incorrect; what impact might there be if it is sent to the user?

- A. The data will be able to be easily reused
- B. The perceived status of the Service Desk will be reduced
- C. The content will be clear and easy to understand
- D. The SDA will have a sense of pride in his/her work

Correct Answer: B

QUESTION 3

How would you characterise a failing team?

- A. It is managed without SLAs
- B. Its members are very touchy feely
- C. Its members demonstrate low morale
- D. It is solely focussed on business objectives

Correct Answer: C

QUESTION 4

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 caller's 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

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 people's point of view
- D. They cover up their mistakes

Correct Answer: C

[Latest SD0-101 Dumps](#)

[SD0-101 VCE Dumps](#)

[SD0-101 Braindumps](#)