



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

Service Desk Analyst Qualification

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**QUESTION 1**

Your Service Desk has a Standard Operating Procedure for telephone call handling. Which of these options would NOT be included in that procedure?

- A. Using a personalised greeting
- B. Asking the right questions to elicit information
- C. Listening to what the caller is telling you
- D. Showing empathy for the user if appropriate

Correct Answer: A

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**QUESTION 2**

What is the main reason for having an Incident Management process?

- A. To get users back to work within SLAs
- B. To get users back to work within IT priorities
- C. To get users back to work quickly
- D. To get users back to work according to agreed processes

Correct Answer: C

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**QUESTION 3**

Which option is a benefit of using Knowledge Management in a Service Desk?

- A. This ensures that all staff will log Incidents uniformly
- B. It removes the need for training of Service Desk staff
- C. It reduces the Incident talk time for users
- D. It reduces the overall cost of support

Correct Answer: D

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**QUESTION 4**

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 otherpersons 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 5

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

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