



SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

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

QUESTION 4

What should always be avoided in professional written communication?

- A. Charts and graphs
- B. Being open and honest with the customer



C. Technical terms and detail

D. Slang and colloquial language

Correct Answer: D

QUESTION 5

Which of these is NOT a valid option for sourcing?

A. Near-shoring

B. Internal-outsourcing

C. Right-sourcing

D. Cross-sourcing

Correct Answer: D

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