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Service Desk Analyst Qualification

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QUESTION 1

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

QUESTION 2

Under what circumstance would it be acceptable to ask a user a series of closed questions?

- A. When you are initially trying to establish the root cause of a users Incident
- B. When the user is giving a long winded and very detailed description of their issue
- C. When you are taking the details of a new Service Request
- D. When you are carrying out a quality review of a resolved Incident

Correct Answer: B

QUESTION 3

Which of these options would typically be included in a Security policy?

- A. Rules concerning the visibility of Identity badges
- B. Requirements concerning the location of access devices
- C. Regulations regarding dress code in the workplace
- D. Penalty definitions for failure to comply with various requirements

Correct Answer: A

QUESTION 4

Which option best describes the difference between open and closed questioning?

- A. Open questions may elicit any answer, whilst closed questions can only have one answer
- B. Open questions aim to draw out more information, whilst closed questions elicit simple factual responses



C. Open questions are objective and closed questions are subjective

D. Open questions dont provide clear answers whilst closed questions are factual

Correct Answer: B

QUESTION 5

What is the primary purpose for having an effective Incident Management process in place?

A. It ensures that all calls will be handled in order of receipt

B. It ensures that all calls from VIPs are given priority treatment

C. It measures the impact of availability and service quality

D. It ensures that service is restored as quickly as possible

Correct Answer: D

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