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QUESTION 1

Which of these options most closely represents the overall mission of the Service Desk?

A. to promote the use of self-help tools and drive down support costs

B. to provide high-quality and consistent user and technical support

C. to continually improve the quality of IT services

D. to present the best possible public image to customers and users

Correct Answer: B

QUESTION 2

You need to make a presentation to your staff. What consideration would be valuable to ensure your success with the session?

A. Ensure that you make all the points that you think are important from the management perspective

B. Ensure the room is dark and comfortable

C. Present as much information as possible

D. Be aware of the size of the fonts

Correct Answer: D

QUESTION 3

Which of the options best describes some primary benefits of using electronic support delivery tools in a Service Desk environment?

A. It may restore services faster and it enables the analyst to train users how to be more self sufficient

B. It increases first contact resolution and reduces the number of Incidents

C. It decreases fix-time and allows users to see what analysts see

D. It allows users to watch and learn how the analyst solves problems and reduces the volume of Incidents logged

Correct Answer: A

QUESTION 4

Which of these options is the best description of one of the purposes of self-healing tools?

A. To identify errors and correct them without human intervention

B. To prevent users from downloading or accessing illegal software

C. To correct errors once a technician has keyed in the correct data

D. To reduce headcount in IT technical support teams

Correct Answer: A

QUESTION 5

Which of these options best describes one of the purposes of using electronic support tools?

A. It saves the need to physically assist users to fix issues

B. It saves the cost of a person being involved

C. It is more user-friendly to work through issues on screen together

D. It quickly restores users to a functioning state

Correct Answer: D

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