



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

Service Desk Analyst Qualification

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### QUESTION 1

Which option is the best technique to use when speaking with someone from a different culture or who has difficulty communicating in your language?

- A. Ask the user to email you with the details
- B. Advise the user about language classes they can take
- C. Use paraphrasing to verify your understanding
- D. Speak informally to put them at their ease

Correct Answer: C

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### QUESTION 2

Which of these options best describes primary reasons for Service Desks logging all user issues?

- A. To provide an audit trail of user interactions and influence ongoing process improvement
- B. To provide data to perform root cause analysis and incentivise SDA performance
- C. To provide data to measure customer satisfaction and for other teams to use
- D. To document the workload of the Service Desk and create a competitive environment

Correct Answer: A

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### QUESTION 3

To improve your telephone communications skills, which of these skills should you concentrate on developing?

- A. Your ability to read personality types
- B. Your facial gestures when talking
- C. Your listening capability
- D. Your technical comprehension

Correct Answer: C

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### QUESTION 4

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

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#### QUESTION 5

Your manager commented on your erratic time management during your last appraisal and asked you to improve your skills in this area. Of these options, which is the most effective technique you can use to achieve this?

- A. Ask your colleagues how they manage their time
- B. Ask your manager to create a schedule of tasks and time to be taken
- C. Document tasks relating to personal and business tasks
- D. Prioritise your daily tasks in order of preference

Correct Answer: C

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#### QUESTION 6

A user has called and is clearly in a state of some distress due to their IT issue; how should you deal with this situation?

- A. Revert to formal communication in order to avoid emotional language
- B. Empathise with the user by using appropriate informal communication
- C. Politely advise the user to act professionally
- D. Send them an email with an appropriate emoticon to reflect their mood

Correct Answer: B

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#### QUESTION 7

Which option defines a skill required for effective problem solving?

- A. Understanding the customer as a human being
- B. Knowing when to take responsibility
- C. Acting on intuition or impulse
- D. Identifying known errors for the Service Knowledge Management System

Correct Answer: B

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### QUESTION 8

It is your first day answering calls on the Service Desk; what is the best way to greet users when answering the phone to give them the confidence that you know what you are doing?

- A. State your name, the company name and ask how you may help
- B. State your name, the company name and ask for the users details, explaining that you are new
- C. State your name and company, apologise for your lack of experience and then ask for the users details
- D. State your name and ask how you may help

Correct Answer: A

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### QUESTION 9

Which option is a key responsibility of the Service Desk as part of the Change Management Process?

- A. To monitor the most common Requests for Change originating from users
- B. To monitor the most common Requests for Change originating from Problem Management
- C. To monitor all Requests for Change irrespective of their origin
- D. To monitor the Change Schedule for possible causes of Incidents or Problems

Correct Answer: D

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### QUESTION 10

What is a typical Service Desk situation that would result in frustrated users and low levels of customer satisfaction?

- A. Users experience faster than expected responses to their support calls
- B. Users experience longer waits than expected before their support calls are answered
- C. Users experience the routing of calls direct to specialists
- D. A recent implementation of new HR policies concerning complaints

Correct Answer: B

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### QUESTION 11

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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#### QUESTION 12

Which is NOT a standard method of support from a Service Desk?

- A. Desk-side support
- B. Remote Control
- C. Instant Messaging
- D. Super-users

Correct Answer: D

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#### QUESTION 13

Which of these options is NOT a recognised technique for managing stress?

- A. Participation in charity or fund-raising activities
- B. Undertaking physical exercise
- C. Participation in a reward and recognition scheme
- D. Using breathing techniques

Correct Answer: C

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#### QUESTION 14

Informing or involving more senior levels of management to assist in an Escalation is a definition of what?

- A. Hierarchic Escalation
- B. Functional Escalation
- C. Major Incident Process
- D. Service Level Management

Correct Answer: A

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### QUESTION 15

What is the difference between ongoing and periodic customer satisfaction surveys?

- A. Ongoing surveys are carried out on every call whilst periodic surveys are run monthly
- B. Ongoing surveys are carried out over an extended time whilst periodic surveys are limited to specific events
- C. Ongoing surveys are carried out after Incidents whilst periodic surveys are run on a regular or annual basis
- D. Ongoing surveys are carried out for general information whilst periodic surveys aim to get more specific Incident-based data

Correct Answer: C

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