Exam   :   **QQ0-401**

Title   :   SDI-Service Desk
Foundation Qualification

Version   :   Demo

1.Which action best illustrates responsible team behaviour?

A.Logging every call.

B.Reporting security violations.

C.Sharing knowledge.

D.Taking more than your share of calls.

Answer:C

2.What is a best practice for establishing effective relationships with your customers?

A.Ensure that your customer understands the SLA.

B.Provide technical language guidance.

C.Show your customer sympathy.

D.Understand your customer business.

Answer:D

3.What is a best practice for helping an emotional caller?

A.Ask the customer to talk about their personal problems.

B.Help the customer focus on the Incident and resolution.

C.Maintain a professional approach according to the SLA.

D.Move the conversation carefully on to general issues within the company.

Answer:B

4.Why is it important for you to demonstrate confidence when dealing with others?

A.Demonstrating confidence establishes credibility with customers.

B.Demonstrating confidence increases first contact resolution.

C.Demonstrating confidence maximises talk time.

D.Demonstrating confidence minimises conflicts with customers.

Answer:A

5.When made by a customer, which comment, is most likely to indicate that a conflict is developing?

A.I am tired of my computer always being down.

B.I don't understand what you mean.

C.I see what you are saying to me.

D.You need to slow down.

Answer:A

6.What is a best practice when writing e-mail?

A.Use animation to emphasise your point.

B.Use different colours to improve readability.

C.Use emoticons to convey empathy.

D.Use standard headers and footers for consistency.

Answer:D

7.When is it most appropriate to escalate an Incident to a manager?

A.Escalate an Incident if the customer begins to complain.

B.Escalate an Incident the customer is emotional.

C.Escalate an Incident if the customer asks to speak to a manager.

D.Escalate an Incident if the Service Desk is short of staff.

Answer:C

8.What is the best reason for using proper grammar and spelling when documenting Incidents?

A.Not using proper grammar and spelling is sloppy.

B.Not using proper grammar and spelling will anger the customer.

C.Using proper grammar and spelling is professional.

D.Using proper grammar and spelling will impress your supervisor.

Answer:C

9.What is a best practice for handling phone calls?

A.Clear your desk of any clutter.

B.Show the customer sympathy.

C.Use a standard greeting.

D.Use formal titles when greeting customers.

Answer:C

10.Which of the following is most likely to be a barrier to communication?

A.The customer ability to use self-help systems.

B.The customer previous experience with the Service Desk.

C.The customer position in the business.

D.The level of support provided by the Service Desk.

Answer:B

11.Which process is concerned with the capture, structure, and reuse of solutions?

A.Call management.

B.Incident management.

C.Knowledge management.

D.Problem management.

Answer:C

12.Which statement best characterises a friendly and supportive workplace?

A.Management encourages extensive overtime.

B.Team members help each other.

C.Team members work alone.

D.Team members work only their allotted hours.

Answer:B

13.What type of question will best encourage a customer to talk more about their Incident?

A.Closed questions.

B.Open questions.

C.Technical questions.

D.Personal questions.

Answer:B

14.Which of the following best describes your sales and marketing role within the Service Desk?

A.Log the opportunity so that it can be followed up on at a later date.

B.Recognise opportunities to increase business and know what to do with them.

C.Refer any business opportunities to the marketing department.

D.Stop trying to resolve the problem and concentrate on increasing the business.

Answer:B

15.What is the most important benefit of being empathetic towards your customers?

A.Your customers will know that you feel sorry for them.

B.Your customers will know that you can fix their problem for them.

C.Your customers will know that you understand how they feel.

D.Your customers will want to talk to you whenever they call.

Answer:C

16.What is a common metric used to measure Service Desk performance?

A.Abandon before answer (ABA)

B.Average time to respond (ATR)

C.Incident quality score (IQS)

D.Total faxes received (TFR)

Answer:A

17.Which is a best practice for dealing with stress?

A.Answer fewer inquiries.

B.Confront the issues that are causing stress.

C.Stop customers from venting.

D.Take time off work.

Answer:B

18.Which metric is used to measure the average amount of time that a customer waits before a call is answered?

A.Abandon before answer.

B.Availability.

C.Average speed to answer.

D.First contact resolution.

Answer:C

19.What is the best description of an Incident?

A.An Incident is any call from a customer.

B.An Incident is a call routed by the ACD.

C.An Incident is a management statistic.

D.An Incident causes an interruption to normal service.

Answer:D

20.What is the most important reason for maintaining legal compliance in the Service Desk?

A.Maintaining legal compliance prevents other teams seeing what the Service Desk does.

B.Maintaining legal compliance protects the organisation assets.

C.Maintaining legal compliance protects you from blame.

D.Maintaining legal compliance protects your managers.

Answer:B

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