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Question 1

Question Type: MultipleChoice

When one of your customers has attempted to resolve their own problem, what is a best practice for encouraging and praising their efforts?

Options:

- A- Ask them questions about what they have done.
- B- Chuckle quietly to yourself.
- C- Share the story with your colleagues.
- D- Tell them it was a good effort, but that they are wrong.

Answer:

A

Question 2

Question Type: MultipleChoice

Why is it important for you to manage calls?

Options:

- A-** Managing calls improves Service Desk credibility.
- B-** Managing calls increases utilisation of the knowledge base.
- C-** Managing calls minimises use of technical terminology.
- D-** Managing calls increases the cost per call.

Answer:

A

Question 3

Question Type: MultipleChoice

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

Options:

- A-** Maintaining legal compliance prevents employees from downloading music.
- B-** Maintaining legal compliance prevents unauthorised internet usage.
- C-** Maintaining legal compliance protects identity information.
- D-** Maintaining legal compliance protects your personal rights.

Answer:

C

Question 4

Question Type: MultipleChoice

What is the most important reason for logging all Incidents?

Options:

- A-** Logging all Incidents allows you to fill all the fields in the Incident management system.

- B-** Logging all Incidents creates a personal database.
- C-** Logging all Incidents creates an audit trail.
- D-** Logging all Incidents helps you prove that you were right.

Answer:

C

Question 5

Question Type: MultipleChoice

Which statement best describes a problem?

Options:

- A-** A problem is an Incident that exceeds SLA requirements.
- B-** A problem is an Incident that occurs several times.
- C-** A problem is an Incident that requires multiple resources to resolve.
- D-** A problem is an Incident with more than one solution.

Answer:

B

Question 6

Question Type: MultipleChoice

There are many potential barriers to communication in the Service Desk. Which is one of the barriers you may experience?

Options:

- A-** Your customer accent.
- B-** Your customer location.
- C-** Your handset.
- D-** Your headset.

Answer:

A

Question 7

Question Type: MultipleChoice

Which statement best characterises a friendly and supportive workplace?

Options:

- 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

Question 8

Question Type: MultipleChoice

What is a best practice to use when assisting an emotional caller?

Options:

- A-** Allow the customer to cry until they get it out of their system.
- B-** Ask the customer to pull themselves together.
- C-** Let the customer know you understand how they feel.
- D-** Tell the customer a story about a similar bad experience.

Answer:

C

Question 9

Question Type: MultipleChoice

Which action best illustrates responsible team behaviour?

Options:

- A- Logging every call.
- B- Reporting security violations.
- C- Sharing knowledge.
- D- Taking more than your share of calls.

Answer:

C

Question 10

Question Type: MultipleChoice

What is the best description of your role in supporting customers?

Options:

- A- Ensure that the customer complies with the SLA.

- B-** Manage the customer expectations.
- C-** Pass all customer inquiries to level 2 support.
- D-** Resolve all customer Incidents without escalation.

Answer:

B

Question 11

Question Type: MultipleChoice

What is a best practice for dealing with stress?

Options:

- A-** Keep your frustration hidden.
- B-** Stay home from work.
- C-** Take deep breaths.
- D-** Take your frustration out on your partner.

Answer:

C

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