



Free Questions for *SD0-401* by *certsinside*

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Question 1

Question Type: MultipleChoice

What is the best reason for using paraphrasing?

Options:

- A- Using paraphrasing gives the customer a chance to tell you if you have understood them.
- B- Using paraphrasing increases the customer knowledge of technical terminology.
- C- Use paraphrasing to repeat the customer words back to them.
- D- Use paraphrasing to tell the customer what they should have done.

Answer:

A

Question 2

Question Type: MultipleChoice

What is the best reason for using a standard greeting when answering telephone calls?

Options:

- A- Using a standard greeting follows documented procedures.
- B- Using a standard greeting is part of an Incident management process.
- C- Using a standard greeting saves time.
- D- Using a standard greeting sets the expectation for the call.

Answer:

D

Question 3

Question Type: MultipleChoice

What is the best reason for reporting all security compromises?

Options:

- A- Reporting security compromises aids in apprehending and prosecuting offenders.
- B- Reporting security compromises demonstrates that the security policy is working.
- C- Reporting security compromises facilitates the monitoring of security policies.
- D- Reporting security compromises helps prevent similar breaches in the future.

Answer:

D

Question 4

Question Type: MultipleChoice

What is a best practice for reducing conflict?

Options:

- A- Allow the customer to vent their frustration.

- B-** Ask the customer to repeat what they just said.
- C-** Direct the customer to the Service Desk web site.
- D-** Place the customer on hold to allow them to calm down.

Answer:

A

Question 5

Question Type: MultipleChoice

What is the best reason for documenting processes and procedures?

Options:

- A-** Documenting processes and procedures enforces workplace culture.
- B-** Documenting processes and procedures ensures consistent service.
- C-** Documenting processes and procedures keeps you occupied during down time.
- D-** Documenting processes and procedures prevents customers from asking for special treatment.

Answer:

B

Question 6

Question Type: MultipleChoice

What is the best reason for maintaining confidentiality in the workplace?

Options:

- A-** Maintaining confidentiality in the workplace helps meet Service Desk targets.
- B-** Maintaining confidentiality in the workplace prevent others knowing your skill level.
- C-** Maintaining confidentiality in the workplace protects customers from embarrassment.
- D-** Maintaining confidentiality in the workplace shields your manager from blame.

Answer:

C

Question 7

Question Type: MultipleChoice

What is a best practice to follow when writing an e-mail?

Options:

- A- Include emoticons to be friendly.
- B- Review the e-mail before you send it.
- C- Use abbreviations to speed up the writing process.
- D- Write long explanations of processes.

Answer:

B

Question 8

Question Type: MultipleChoice

Which is one of the elements of call differentiating?

Options:

- A- The customer is always right and should always get their own way.
- B- The customer technical needs must be addressed first and foremost to ensure satisfaction.
- C- Unresolved psychological issues have a negative effect on problem solving.
- D- Your customer may be king, but you are the technical wizard.

Answer:

C

Question 9

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

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