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Question 1

Which of these options best describes common technologies used by the Service Desk?

Options:

A- PBX, ITIL and IVR

B- AVR, E-talk and Wikis

C- E-Mail, Blogs, SLAs

D- IM, KPIs and AVR

Answer:

B

Question 2

Which of these options is a step in the resource-scheduling process?

Options:

A- Determining staffing requirements based on projected volume and service levels

B- Setting staff schedules to fit with individual start/finish times

C- Ensuring 24 hour shift staffing is at a standard level

D- Providing an accurate call volume forecast for every shift and person

Answer:

A

Question 3

Question Type: MultipleChoice

Which of these options would you use to support changing business demands?

A- Change planning

B- Resource planning

C- Continuity planning

D- Contingency planning

Answer:

B

Question 4

Question Type: **MultipleChoice**

Which of these options is the most important reason for a Service Desk Manager to take regular call

measurements?

Options:

A- To measure the number of contributions to the SKMS

B- To measure how the team is performing overall

C- To measure users knowledge levels

D- To measure improvements in customers knowledge

Answer:

B

Question 5

Question Type: MultipleChoice

Which of these options isT a variable used to determine which support delivery methods are

most appropriate?

Options:

A- The complexity of the Incidents or Service Requests

B- The stipulations of the SLA

C- The effectiveness of Knowledge Management

D- The Service Desks KPIs

Answer:

D

Question 6

Question Type: MultipleChoice

Which of these options isT a Service Desk model you might consider implementing?

Options:

A- Real-Time, Call back, Dispatch

B- Virtual, Centralised, Decentralised

C- Unskilled, Skilled, Expert

D- Skilled, Insourced, Outsourced

Question 7

Question Type: MultipleChoice

Which of these options is a common mechanism for call monitoring?

Options:

A- ITSM software systems

B- IVR and ACD systems

C- Listening in on calls

D- Time recording

Answer:

C

Question 8

Which statement most accurately reflects some of the benefits of call monitoring?

Options:

A- It provides training, mentoring and identification of service level management opportunities

B- it identifies training needs, performance needs and identification of marketing opportunities

C- It provides staff feedback, mentoring opportunities and identification of training opportunities

D- It verifies user perception, technical knowledge and training opportunities

Answer:

C

Question 9

Which of the options best describes a principal benefit of Incident Monitoring?

Options:

A- It provides quality and service assurance for users and the Service Desk

B- It reviews the Incident with the analysts to help develop user education

C- It identifies opportunities for reduction in Incident volumes

D- It allows the Service Desk to deal with situations reactively

Answer:

A

Question 10

Question Type: MultipleChoice

If you were seeking to monitor the quality of your Incident Monitoring, which of these options best

describes a suitable method?

Options:

A- Matching individual Incident responses against SLA performance levels

B- Following up calls with users and 2nd level support for every call

C- Conducting an online review with the analyst after the Incident is closed

D- Reviewing Incident performance across the industry for comparison

Answer:

C