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Question 1

Question Type: MultipleChoice

What is a best practice for helping a customer who feels inconvenienced?

Options:

- A- Allocate the blame appropriately.
- B- Apologise for any poor service the customer received.
- C- Escalate the call to your supervisor.
- D- Pass the call to a technical specialist.

Answer:

B

Question 2

Question Type: MultipleChoice

What is the most likely result of running into a language barrier when handling calls?

Options:

- A- Customer frustration.
- B- Improved customer satisfaction.
- C- Reduced escalations.
- D- Shorter talk times.

Answer:

A

Question 3

Question Type: MultipleChoice

What is the most important role of the Service Desk ?

Options:

- A- It provides technical solutions to all calls.
- B- It serves as the customer single point of contact.
- C- It educates customers about application software.
- D- It provides the customer with a department to blame.

Answer:

B

Question 4

Question Type: MultipleChoice

What is a best practice for obtaining assistance when supporting a customer whose primary language is different to yours?

Options:

- A- Obtain assistance as soon as possible.

- B-** Obtain assistance if communications are moved to e-mail.
- C-** Obtain assistance when frustration levels are increasing.
- D-** Obtain assistance within fifteen minutes.

Answer:

C

Question 5

Question Type: MultipleChoice

Which statement best describes the customer responsibility towards you?

Options:

- A-** They should complete a survey after talking to you.
- B-** They should provide you with details about the problem.
- C-** They should search the web site before calling you.
- D-** They should treat you in a courteous and respectful manner.

Answer:

D

Question 6

Question Type: MultipleChoice

Reviewing records for completeness and accuracy is an example of:

Options:

A- Call monitoring.

B- Incident monitoring.

C- Knowledge monitoring.

D- Performance monitoring.

Answer:

B

Question 7

Question Type: MultipleChoice

Which is a principle of active listening?

Options:

- A- Acknowledge the speaker.
- B- Ask closed questions.
- C- Refer the customer to self-help.
- D- Use standard language.

Answer:

A

Question 8

Question Type: MultipleChoice

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

Options:

- 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

Question 9

Question Type: MultipleChoice

What is a best practice for disengaging from a customer?

Options:

- A- Ask the customer a series of open questions.
- B- Complete the call log fields.
- C- Confirm the next time for contact.
- D- Say goodbye and hang up quickly.

Answer:

C

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