



**Free Questions for *SD0-302* by *certscare***

**Shared by *Hayes* on *29-01-2024***

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## Question 1

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**Question Type:** MultipleChoice

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Which of these options can be achieved using Computer Telephony Integration (CTI)?

### Options:

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- A- Incident popping
- B- Screen management
- C- Call screening
- D- Screen popping

### Answer:

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D

## Question 2

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**Question Type:** MultipleChoice

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You are about to make a presentation to the Board to agree to the use of Computer Telephony Integration in your Service Desk. Which of the options listed will best explain the purpose of CTI?

**Options:**

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- A- It will ensure firm rules are applied to priority allocation for users incidents
- B- It will ensure that agents have all the users details instantly available
- C- It will make the call management process more efficient
- D- It will enable you to keep an eye on what your team is doing

**Answer:**

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C

## Question 3

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**Question Type:** MultipleChoice

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Which option best describes some common issues encountered when implementing an ACD

system?

**Options:**

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- A- Customer resistance and too much focus on call waiting times
- B- Customer resistance and too much focus on hunt groups
- C- Customer resistance and too much focus on operational statistics
- D- Customer resistance and too much focus on SLAs

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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If you had to select a benefit of an ACD from this list, which would you choose?

**Options:**

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- A- It will help reduce the number of low priority calls handled
- B- It will help reduce the amount of time spent on each call
- C- It will help with call management techniques such as skills-based routing
- D- It will help to keep the technology up to date within industry best practice

**Answer:**

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C

## Question 5

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**Question Type:** MultipleChoice

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Which of these options is an objective of an ACD system?

**Options:**

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- A- To record calls with users
- B- To log incidents according to priority
- C- To manage analyst performance and work load

**D-** To control calls via an automated attendant

**Answer:**

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C

## Question 6

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**Question Type: MultipleChoice**

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Which type of Telephony System will provide a consistent and manageable telephone response operation?

**Options:**

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**A-** Phone switch (PBX)

**B-** Interactive Voice Response (IVR)

**C-** Automated Call Distribution (ACD)

**D-** Computer Telephony Integration (CTI)

**Answer:**

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C

## Question 7

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**Question Type:** MultipleChoice

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Which of these options best describes a common issue encountered when implementing IT Service Management tools?

**Options:**

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- A- Too much time is spent on tracking cultural issues to ensure success
- B- There is a lack of management information
- C- The choice of available tools is too wide
- D- Systems can be considered as relevant only to the Service Desk

**Answer:**

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D

## Question 8

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**Question Type:** MultipleChoice

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You have been tasked to select an IT Service Management tool, which of these options is a benefit you would use to justify the expenditure?

### Options:

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- A- It is a competitive tool that helps to boost organisational success
- B- It is an essential to ensure that the image of the Service Desk is enhanced
- C- It ensures that the cost per Incident handled is reduced
- D- It delivers consistent metrics and reporting on service performance

### Answer:

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D



## Question 9

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**Question Type:** MultipleChoice

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Which of the following is one of the primary objectives for using ITSM tools?

**Options:**

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- A- To control IT and Service Desk staff
- B- To deliver process metrics from a single tool
- C- To deliver an ITIL accredited framework
- D- To achieve ISO/IEC 20000

**Answer:**

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B

## Question 10

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**Question Type:** MultipleChoice

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If your Service Desk is using its IT Service Management system correctly, what would you expect the outcome to be?

**Options:**

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- A- Better management meetings and feedback systems
- B- Better integration and consistency of IT projects and procedures
- C- Better integration and consistency of service delivery and operations
- D- Better integration of call definition and reporting structures

**Answer:**

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C

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