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Question 1

Question Type: MultipleChoice

What is one of the differences between open and closed questions?

Options:

- A-** Closed questions are used to receive short responses, and open questions to encourage conversation.
- B-** Closed questions seek elaboration, and open questions seek confirmation.
- C-** Open questions are scripted, and closed questions are made up on the spot.
- D-** There is no difference between open and closed questions.

Answer:

A

Question 2

Question Type: MultipleChoice

What is a best practice for effectively managing your time?

Options:

- A- Complete your favourite jobs first.
- B- Set your clock a half an hour ahead.
- C- Work longer hours.
- D- Write down all the tasks you need to accomplish.

Answer:

D

Question 3

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 4

Question Type: MultipleChoice

What is a best practice when closing an Incident?

Options:

- A- Chat with the customer to build a rapport.

- B-** Offer to mail the customer a user manual.
- C-** Send the customer written confirmation of the Incident closure.
- D-** Tell the customer to call again to ask additional questions.

Answer:

C

Question 5

Question Type: MultipleChoice

What is the primary purpose of an operational level agreement?

Options:

- A-** An OLA addresses topics that are not covered by the SLA.
- B-** An OLA contains the operational data used for calls.
- C-** An OLA provides access to vendors for support.
- D-** An OLA supports the SLA and is between two internal support teams.

Answer:

D

Question 6

Question Type: MultipleChoice

Which action best illustrates excellent customer service?

Options:

- A-** Actively listen to customers when they talk to you.
- B-** Feel sorry for your customers if they are troubled.
- C-** Let customers know your personal accomplishments.
- D-** Listen to colleagues when customers talk to you.

Answer:

A

Question 7

Question Type: MultipleChoice

What is the most important reason for using customer satisfaction surveys?

Options:

- A- Customer satisfaction surveys are a useful source for marketing statistics.
- B- Customer satisfaction surveys are required by the service level agreement.
- C- Customer satisfaction surveys identify whether customer expectations are being met.
- D- Customer satisfaction surveys provide management with data required to create a schedule for the Service Desk.

Answer:

C

Question 8

Question Type: MultipleChoice

What statement best describes the purpose of Incident management?

Options:

- A- The purpose of Incident management is to ensure that all calls are logged.
- B- The purpose of Incident management is to manage the customer expectation.
- C- The purpose of Incident management is to manage the service level agreement.
- D- The purpose of Incident management is to restore normal service as quickly as possible.

Answer:

D

Question 9

Question Type: MultipleChoice

What is a best practice for negotiating with a customer?

Options:

- A- Look at the problem from the customer perspective.
- B- Only provide a service that is included in the SLA.
- C- Strictly follow the Service Desk policies.
- D- Transfer the customer to your supervisor if they disagree with you.

Answer:

A

Question 10

Question Type: MultipleChoice

A talkative customer can result in extended call times. What is a best practice for disengaging from a talkative customer?

Options:

- A- Ask the customer to call again later.

- B-** Mention that you are very busy.
- C-** Summarise the customer actions.
- D-** Use your open questioning skills.

Answer:

C

Question 11

Question Type: MultipleChoice

The most likely result of a longer than expected average speed to answer is:

Options:

- A-** Frustrated customers.
- B-** Lower abandon rates.
- C-** More escalations.
- D-** Reduced time to resolve Incidents.

Answer:

A

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