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

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Question 1

Question Type: MultipleChoice

What is the best description of process management?

Options:

- A- Process management is accomplishing tasks that we can test, report, and improve upon.
- B- Process management is a formal concept that we work with.
- C- Process management is a set of rules that can never be bent or broken.
- D- Process management is red tape that prevents creativity.

Answer:

A

Question 2

Question Type: MultipleChoice

What is the best reason for honouring commitments made to customers?

Options:

- A- Honouring commitments demonstrates an understanding of legal requirements.
- B- Honouring commitments increases the credibility of the Service Desk.
- C- Honouring commitments keeps you out of trouble.
- D- Honouring commitments reduces employee creativity.

Answer:

B

Question 3

Question Type: MultipleChoice

What is a best practice for establishing an effective relationship with your customer?

Options:

- A- Interview each customer.
- B- Manage each customer expectations.
- C- Receive SLAs from each customer.
- D- Provide reports to each customer.

Answer:

B

Question 4

Question Type: MultipleChoice

Which is the most important consideration when setting the priority of an Incident?

Options:

- A- The availability of a workaround.

- B-** The complexity of the Incident.
- C-** The customer urgency for resolution.
- D-** The location of the customer with the Incident.

Answer:

A

Question 5

Question Type: MultipleChoice

What is the best way of using silent time effectively?

Options:

- A-** Build a rapport with your customer.
- B-** Check your e-mail.
- C-** Identify the best time for your break.
- D-** Write an e-mail to a colleague.

Answer:

A

Question 6

Question Type: MultipleChoice

The principal purpose of company policies is to:

Options:

- A- Document operating procedures.
- B- Identify Incidents for additional follow-up.
- C- Provide clear definitions of boundaries.
- D- Protect the Service Desk from hackers.

Answer:

C

Question 7

Question Type: MultipleChoice

Which is a best practice for dealing with stress?

Options:

- A- Drink more water.
- B- Ignore the stress.
- C- Take short naps when you can.
- D- Talk to someone about your concerns.

Answer:

D

Question 8

Question Type: MultipleChoice

What is the most likely benefit of Incident monitoring in a Service Desk?

Options:

- A- Incident monitoring authorises configuration management.
- B- Incident monitoring confirms the accuracy of change management.
- C- Incident monitoring facilitates problem management.
- D- Incident monitoring identifies opportunities for improvement.

Answer:

D

Question 9

Question Type: MultipleChoice

The best reason for documenting procedures is to:

Options:

- A- Define the scope of the services provided.
- B- Enforce the consistency of the workplace culture.
- C- Ensure that the customer receives consistent service.
- D- Prevent customers from asking for special treatment.

Answer:

C

Question 10

Question Type: MultipleChoice

Which is a characteristic of a successful team?

Options:

- A- Incentives are not provided.

- B-** There is little communication outside the team.
- C-** Processes are used effectively to maintain service quality.
- D-** No goals are established, they are not needed.

Answer:

C

Question 11

Question Type: MultipleChoice

What is the major difference between problem management and Incident management?

Options:

- A-** Incident management and problem management are the same.
- B-** Incident management aims to get people back to work quickly and problem management tries to stop Incidents from recurring.
- C-** Incident management aims to prevent problems from occurring in the first place, and problem management solves problems.
- D-** Incident management is used first, and problem management is used if Incident management does not work.

Answer:

B

Question 12

Question Type: MultipleChoice

What is the best reason for providing status updates to your customers?

Options:

- A- Providing status updates demonstrates sympathy for the customer.
- B- Providing status updates ensures that you control the call.
- C- Providing status updates is required by the SLA.
- D- Providing status updates reduces the number of inbound calls.

Answer:

D

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