SDI SDC SD0-401 Practice Questions

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Question 1

Question Type: MultipleChoice

Which metric is used to measure the average amount of time that a customer waits before a call is answered?

Options:

A- Abandon before answer.
B- Availability.
C- Average speed to answer.
D- First contact resolution.

Answer:

C

Question 2

Question Type: MultipleChoice

Your help desk/Service Desk wishes to become a model for best practice, What is one of the main sources of excellent information and advice to help achieve this?

Options:

A- A web master magazine.
B- Senior management meetings.
C- Knowledge Centred Support.
D- The marketing department.

Answer:

C

Question 3

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 4

Question Type: MultipleChoice

When you have a call that cannot be resolved, What is the last step you will take prior to disengaging from the customer?

Options:

A- Confirm the details provided by the customer.
B- Determine the priority of the Incident.
C- Set the customer expectation for the next contact.
D- Verify the customer eligibility for service.

Answer:

C

Question 5

Question Type: MultipleChoice

What is the best reason for using a standard greeting when answering telephone calls?

Options:

A- Using a standard greeting follows documented procedures.
B- Using a standard greeting is part of an Incident management process.
C- Using a standard greeting saves time.
D- Using a standard greeting sets the expectation for the call.

Answer:

D

Question 6

Question Type: MultipleChoice

What is the best reason for reporting all security compromises?

Options:

A- Reporting security compromises aids in apprehending and prosecuting offenders.
B- Reporting security compromises demonstrates that the security policy is working.
C- Reporting security compromises facilitates the monitoring of security policies.
D- Reporting security compromises helps prevent similar breaches in the future.

Answer:

D

Question 7

Question Type: MultipleChoice

Why is it important for you to manage calls?

Options:

A- Managing calls improves Service Desk credibility.
B- Managing calls increases utilisation of the knowledge base.
C- Managing calls minimises use of technical terminology.
D- Managing calls increases the cost per call.

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 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 10

Question Type: MultipleChoice

What is the best reason for documenting processes and procedures?

Options:

A- Documenting processes and procedures enforces workplace culture.
B- Documenting processes and procedures ensures consistent service.
C- Documenting processes and procedures keeps you occupied during down time.
D- Documenting processes and procedures prevents customers from asking for special treatment.

Answer:

B

Question 11

Question Type: MultipleChoice

What is the best reason for using a standard greeting when answering telephone calls?

Options:

A- Using a standard greeting complies with Service Desk standards.
B- Using a standard greeting ensures consistent service.
C- Using a standard greeting makes the customer feel humble.
D- Using a standard greeting prevents individuals developing their own greetings.

Answer:

B

Question 12

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

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