

SDI SD0-401

Service Desk Foundation Qualification

Version: 4.0

Topic 1, Volume A**QUESTION NO: 1**

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

- 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

Explanation:

QUESTION NO: 2

What is a best practice for demonstrating personal accountability in your work?

- A. Blame others for mistakes.
- B. Never admit that you made a mistake.
- C. Perform your duties in a manner that meets with company policy.
- D. Work according to your mood.

Answer: C

Explanation:

QUESTION NO: 3

What is a best practice to follow when documenting an Incident?

- A. Always take a break before you write anything down.
- B. Avoid making negative references about the customer in the documentation.
- C. Make sure that others know how the customer treated you by documenting the interaction.
- D. Use emoticons to communicate the personality of a customer.

Answer: B

Explanation:

QUESTION NO: 4

What factor is most important in determining the priority of an Incident?

- A. The caller connection to the Service Desk.
- B. The caller emotional state.
- C. The Incident impact on the business.
- D. The Incident impact on the Service Desk.

Answer: C

Explanation:

QUESTION NO: 5

What is a benefit of teamwork?

- A. Better time management.
- B. Higher employee morale.
- C. Improved conformity.
- D. Increased competition.

Answer: B

Explanation:

QUESTION NO: 6

What is a best practice for reducing conflict?

- A. Agree with the customer.
- B. Interject your opinion into the conversation.
- C. Let the customer know that you are in charge.
- D. Show the customer respect.

Answer: D

Explanation:

QUESTION NO: 7

What information must be logged for every Incident?

- A. A corrected version of the customer description of the Incident.
- B. A note about the customer preferred desk side technician.
- C. Any commitments made to the customer.
- D. Your opinion about the customer technical expertise.

Answer: C

Explanation:

QUESTION NO: 8

Which statement best describes a good leader?

- A. Good leaders demonstrate absolute control over their teams.
- B. Good leaders do not need to offer incentives.
- C. Good leaders encourage initiative.
- D. Good leaders make all the decisions for their staff.

Answer: C

Explanation:

QUESTION NO: 9

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

- 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

Explanation:

QUESTION NO: 10

What is the best description of your role in supporting customers?

- A. Avoid confrontation at all costs.
- B. Deliver consistent, high quality support.
- C. Escalate calls as appropriate.
- D. Minimise talk time.

Answer: B

Explanation:

QUESTION NO: 11

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?

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

Answer: C

Explanation:

QUESTION NO: 12

What is the best way of using silent time effectively?

- 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

Explanation:

QUESTION NO: 13

Which of the following techniques is the best one for reducing and eliminating conflict during a call?

- A. Match the customer attitude.
- B. Refrain from interrupting the customer.
- C. Stop using the customer name.
- D. Tell the customer you feel sorry for them.

Answer: B

Explanation:

QUESTION NO: 14

What type of question will best encourage a customer to talk more about their Incident?

- A. Closed questions.
- B. Open questions.
- C. Technical questions.
- D. Personal questions.

Answer: B

Explanation:

QUESTION NO: 15

Which is a common physical symptom of stress?

- A. You are more susceptible to colds.
- B. You rarely take lunch breaks.
- C. You work longer hours.
- D. Your colleagues all seem busy.

Answer: A

Explanation:

QUESTION NO: 16

What is the best reason for displaying a good service attitude?

- A. Displaying a good service attitude will create a positive impression of the Service Desk.
- B. Displaying a good service attitude will help meet service levels.

- C. Displaying a good service attitude will improve customer performance.
- D. Displaying a good service attitude will reflect well in your performance evaluations.

Answer: A

Explanation:

QUESTION NO: 17

Which statement best illustrates the concept of providing consistent service?

- A. Answer all calls within 15 seconds or 3 rings.
- B. Escalate all calls within 10 minutes if no answer is available.
- C. Give each customer an answer on first contact.
- D. Provide all callers with the same quality of service.

Answer: D

Explanation:

QUESTION NO: 18

What is a best practice for assigning a priority level for an Incident?

- A. Assign a priority level based on how much the customer complains.
- B. Assign a priority level based on how well you know the caller.
- C. Assign a priority level based on the business impact of the Incident.
- D. Assign a priority level based on the number of PCs in the department.

Answer: C

Explanation:

QUESTION NO: 19

Which is an example of data that must be protected by security policies?

- A. Department addresses.
- B. General telephone numbers.
- C. Head office marketing handouts.
- D. Personal information.