SD0-101^Q&As

Service Desk Analyst Qualification

Pass SDI SD0-101 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/sd0-101.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by SDI Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

Which of these options is a wireless device commonly supported by the Service Desk?

A. PDAs

B. IPODs

C. CPUs

D. ACDs

Correct Answer: A

QUESTION 2

Which option can you identify as NOT being a common cause of stress?

A. Unrealistic work schedules

B. Insufficient rest time

C. A hectic social life

D. Problem Management

Correct Answer: D

QUESTION 3

You are on a call which is degenerating into a tirade of abuse from the caller; how do you react and deal with this?

A. Politely warn the user that they are in the wrong and should calm down

B. Strongly inform the user that you will not stand for abuse in the workplace

C. Strongly warn the user that you will not resolve their issue if they continue to be abusive

D. Politely warn the user that you will hang up or transfer the call if they continue to be abusive

Correct Answer: D

QUESTION 4

You have an irate user on the phone who wishes to escalate his/her Incident to your Manager but s/he is currently unavailable; which of these techniques would help resolve thesituation?

A. Generally using an informal approach

B. Maintaining a consistent and professional approach

C. Suggesting that they call back when your manager is available

D. Using language that matches their emotions

Correct Answer: B

QUESTION 5

Which of these options forms part of the Problem Management process?

A. A CAB meeting

B. Trend analysis

C. A Major Incident review

D. Functional Escalation

Correct Answer: B

Latest SD0-101 Dumps   SD0-101 PDF Dumps   SD0-101 Braindumps