# SD0-101<sup>Q&As</sup>

Service Desk Analyst Qualification

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**QUESTION 1**

During a recent training course on effective telephone skills you learnt about effective call management. Which call management principle must you fulfil to ensure that all the calls you receive are handled in a professional and effective manner?

A. Focus on ending the call as rapidly as possible

B. Focus on thecallers accent and attempt to speak to him/her in the same way

C. Focus on doing what is needed to provide a satisfactory resolution

D. Focus on using silent time to catch up with your emails

Correct Answer: C

**QUESTION 2**

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

**QUESTION 3**

Your Service Desk has a Standard Operating Procedure for telephone call handling. Which of these options would NOT be included in that procedure?

A. Using apersonalised greeting

B. Asking the right questions to elicit information

C. Listening to what the caller is telling you

D. Showing empathy for the user if appropriate

Correct Answer: A

**QUESTION 4**

Which option is the best example of an open question?

A. Where is the key?

B. Please tell me about the situation?

C. Please tell me the serial number?

D. Which floor is your office on?

Correct Answer: B

QUESTION 5

Informing or involving more senior levels of management to assist in an Escalation is a definition of what?

A. Hierarchic Escalation

B. Functional Escalation

C. Major Incident Process

D. Service Level Management

Correct Answer: A

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