



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

A difficult call is taking some time and the user is angry and frustrated. How can you best keep the user focussed on the resolution?

- A. Use questions to control the conversation
- B. Use formal communication
- C. Use informal communication
- D. Keep to the technical detail of the call

Correct Answer: A

QUESTION 2

Which attribute would you expect from good team members?

- A. They are nice to everyone
- B. They have good timekeeping skills
- C. They listen to other people's point of view
- D. They cover up their mistakes

Correct Answer: C

QUESTION 3

Which of the options best describes primary components of a desktop or laptop system

- A. A processor (CPU), memory, a modem and a hard drive
- B. An external hard drive, a keyboard and a mouse
- C. An operating system, application software and memory
- D. A keyboard, memory and email software

Correct Answer: C

QUESTION 4

Which of these options is the best overall definition of stress?

- A. The natural reaction of an individual to extreme workloads



- B. An individuals reaction to unreasonable managerial demands
- C. The natural reaction of an individual to ausers excessive service demands
- D. An individuals natural reaction to change which may have both a positive and a negative impact

Correct Answer: D

QUESTION 5

Which of these options is NOT a recognised technique for managing stress?

- A. Participation in charity or fund-raising activities
- B. Undertaking physical exercise
- C. Participation in a reward and recognition scheme
- D. Using breathing techniques

Correct Answer: C

[SD0-101 PDF Dumps](#)

[SD0-101 Exam Questions](#)

[SD0-101 Braindumps](#)