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QUESTION 1

What is the value of telephone support in a Service Desk?

- A. First contact resolution
- B. Increased turnaround times
- C. Reduced abandon rate
- D. Skills-based routing

Correct Answer: A

QUESTION 2

Which of these would NOT be a key objective of electronic support delivery tools in a Service Desk environment?

- A. It is cost effective
- B. It leads to fewer escalated calls
- C. It enables users to learn how to resolve certain Incidents
- D. It enables second and third level support teams to be less involved with simple problems

Correct Answer: D

QUESTION 3

Why is it important to integrate business and IT objectives?

- A. To ensure that IT works towards the same goals as the business
- B. To ensure that the development of IT services is in line with current industry best practice
- C. To give the business confidence in the IT services function
- D. To allow IT to be effectively built into every business area

Correct Answer: A

QUESTION 4

You run a very busy, high-pressure Service Desk and are in the process of recruiting several new analysts. Which of these options most accurately relates to a key element of the interview process?

- A. Use a relaxed and informal approach with no note-taking and few pre-prepared questions



- B. Have a clear structure for the interviews and allow the candidate to express his or her preferences for the type of questions s/he prefers to be asked
- C. Ensure that you follow your organizations recruitment process
- D. Use role-play in the interview to assess their ability to perform under pressure

Correct Answer: C

QUESTION 5

Which of these options is a primary objective of self- service for Service Desks?

- A. To enable users to become experts in IT support
- B. To help users to log their own incidents
- C. To enable users to resolve incidents for their colleagues
- D. To help users to close their own incidents

Correct Answer: B

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