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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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