



# SD0-302<sup>Q&As</sup>

SDI - SERVICE DESK MANAGER QUALIFICATION

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#### QUESTION 1

Which type of Telephony System will provide a consistent and manageable telephone response operation?

- A. Phone switch (PBX)
- B. Interactive Voice Response (IVR)
- C. Automated Call Distribution (ACD)
- D. Computer Telephony Integration (CTI)

Correct Answer: C

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#### QUESTION 2

Which of these options is a step in the resource-scheduling process?

- A. Determining staffing requirements based on projected volume and service levels
- B. Setting staff schedules to fit with individual start/finish times
- C. Ensuring 24 hour shift staffing is at a standard level
- D. Providing an accurate call volume forecast for every shift and person

Correct Answer: A

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#### QUESTION 3

Which of these options would be a common issue to overcome when introducing self-healing tools?

- A. Some support team members are reluctant to help install the tools
- B. Some customers are resistant, depending on levels of IT maturity
- C. Some customers are over enthusiastic about adopting new tools
- D. Some users become uncommunicative and out of touch

Correct Answer: B

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#### QUESTION 4

Which of these options best describes an effective team?

- A. Empowered and productive
- B. Always busy and motivated



C. Knowledgeable and experienced

D. Highly controlled and driven

Correct Answer: A

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#### QUESTION 5

What are two common types of benchmarking?

A. Industry and panacea

B. Market-based and peer-group

C. Industry and peer-group

D. Panacea and market-based

Correct Answer: C

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