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Exam : **QQ0-401**

Title : SDI-Service Desk
Foundation Qualification

Version : Demo

1.Which action best illustrates responsible team behaviour?

- A.Logging every call.
- B.Reporting security violations.
- C.Sharing knowledge.
- D.Taking more than your share of calls.

Answer:C

2.What is a best practice for establishing effective relationships with your customers?

- A.Ensure that your customer understands the SLA.
- B.Provide technical language guidance.
- C.Show your customer sympathy.
- D.Understand your customer business.

Answer:D

3.What is a best practice for helping an emotional caller?

- A.Ask the customer to talk about their personal problems.
- B.Help the customer focus on the Incident and resolution.
- C.Maintain a professional approach according to the SLA.
- D.Move the conversation carefully on to general issues within the company.

Answer:B

4.Why is it important for you to demonstrate confidence when dealing with others?

- A.Demonstrating confidence establishes credibility with customers.
- B.Demonstrating confidence increases first contact resolution.
- C.Demonstrating confidence maximises talk time.
- D.Demonstrating confidence minimises conflicts with customers.

Answer:A

5.When made by a customer, which comment, is most likely to indicate that a conflict is developing?

- A.I am tired of my computer always being down.
- B.I don't understand what you mean.
- C.I see what you are saying to me.
- D.You need to slow down.

Answer:A

6.What is a best practice when writing e-mail?

- A.Use animation to emphasise your point.
- B.Use different colours to improve readability.
- C.Use emoticons to convey empathy.
- D.Use standard headers and footers for consistency.

Answer:D

7.When is it most appropriate to escalate an Incident to a manager?

- A.Escalate an Incident if the customer begins to complain.
- B.Escalate an Incident the customer is emotional.
- C.Escalate an Incident if the customer asks to speak to a manager.
- D.Escalate an Incident if the Service Desk is short of staff.

Answer:C

8.What is the best reason for using proper grammar and spelling when documenting Incidents?

- A.Not using proper grammar and spelling is sloppy.

- B. Not using proper grammar and spelling will anger the customer.
- C. Using proper grammar and spelling is professional.
- D. Using proper grammar and spelling will impress your supervisor.

Answer: C

9. What is a best practice for handling phone calls?

- A. Clear your desk of any clutter.
- B. Show the customer sympathy.
- C. Use a standard greeting.
- D. Use formal titles when greeting customers.

Answer: C

10. Which of the following is most likely to be a barrier to communication?

- A. The customer ability to use self-help systems.
- B. The customer previous experience with the Service Desk.
- C. The customer position in the business.
- D. The level of support provided by the Service Desk.

Answer: B

11. Which process is concerned with the capture, structure, and reuse of solutions?

- A. Call management.
- B. Incident management.
- C. Knowledge management.
- D. Problem management.

Answer: C

12. Which statement best characterises a friendly and supportive workplace?

- A. Management encourages extensive overtime.
- B. Team members help each other.
- C. Team members work alone.
- D. Team members work only their allotted hours.

Answer: B

13. What type of question will best encourage a customer to talk more about their Incident?

- A. Closed questions.
- B. Open questions.
- C. Technical questions.
- D. Personal questions.

Answer: B

14. Which of the following best describes your sales and marketing role within the Service Desk?

- A. Log the opportunity so that it can be followed up on at a later date.
- B. Recognise opportunities to increase business and know what to do with them.
- C. Refer any business opportunities to the marketing department.
- D. Stop trying to resolve the problem and concentrate on increasing the business.

Answer: B

15. What is the most important benefit of being empathetic towards your customers?

- A. Your customers will know that you feel sorry for them.
- B. Your customers will know that you can fix their problem for them.
- C. Your customers will know that you understand how they feel.

D.Your customers will want to talk to you whenever they call.

Answer:C

16.What is a common metric used to measure Service Desk performance?

- A.Abandon before answer (ABA)
- B.Average time to respond (ATR)
- C.Incident quality score (IQS)
- D.Total faxes received (TFR)

Answer:A

17.Which is a best practice for dealing with stress?

- A.Answer fewer inquiries.
- B.Confront the issues that are causing stress.
- C.Stop customers from venting.
- D.Take time off work.

Answer:B

18.Which metric is used to measure the average amount of time that a customer waits before a call is answered?

- A.Abandon before answer.
- B.Availability.
- C.Average speed to answer.
- D.First contact resolution.

Answer:C

19.What is the best description of an Incident?

- A.An Incident is any call from a customer.
- B.An Incident is a call routed by the ACD.
- C.An Incident is a management statistic.
- D.An Incident causes an interruption to normal service.

Answer:D

20.What is the most important reason for maintaining legal compliance in the Service Desk?

- A.Maintaining legal compliance prevents other teams seeing what the Service Desk does.
- B.Maintaining legal compliance protects the organisation assets.
- C.Maintaining legal compliance protects you from blame.
- D.Maintaining legal compliance protects your managers.

Answer:B