SDI SD0-401

Service Desk Foundation Qualification
Version: 4.0

Topic 1, Volume A

QUESTION NO: 1

What is the best reason for using a standard greeting when answering telephone calls?

A. Using a standard greeting complies with Service Desk standards.
B. Using a standard greeting ensures consistent service.
C. Using a standard greeting makes the customer feel humble.
D. Using a standard greeting prevents individuals developing their own greetings.

Answer: B
Explanation:

QUESTION NO: 2

What is a best practice for demonstrating personal accountability in your work?

A. Blame others for mistakes.
B. Never admit that you made a mistake.
C. Perform your duties in a manner that meets with company policy.
D. Work according to your mood.

Answer: C
Explanation:

QUESTION NO: 3

What is a best practice to follow when documenting an Incident?

A. Always take a break before you write anything down.
B. Avoid making negative references about the customer in the documentation.
C. Make sure that others know how the customer treated you by documenting the interaction.
D. Use emoticons to communicate the personality of a customer.

Answer: B
Explanation:

QUESTION NO: 4

What factor is most important in determining the priority of an Incident?

A. The caller connection to the Service Desk.
B. The caller emotional state.
C. The Incident impact on the business.
D. The Incident impact on the Service Desk.

Answer: C
Explanation:

QUESTION NO: 5

What is a benefit of teamwork?

A. Better time management.
B. Higher employee morale.
C. Improved conformity.
D. Increased competition.

Answer: B
Explanation:

QUESTION NO: 6

What is a best practice for reducing conflict?

A. Agree with the customer.
B. Interject your opinion into the conversation.
C. Let the customer know that you are in charge.
D. Show the customer respect.

Answer: D
Explanation:

QUESTION NO: 7

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What information must be logged for every Incident?

A. A corrected version of the customer description of the Incident.
B. A note aboutthe customer preferred desksidetechnician.
C. Any commitments made to the customer.
D. Your opinion about the customer technical expertise.

Answer: C
Explanation:

QUESTION NO: 8

Which statement best describes a good leader?

A. Good leaders demonstrate absolute control over their teams.
B. Good leaders do not need to offer incentives.
C. Good leaders encourage initiative.
D. Good leaders make all the decisions for their staff.

Answer: C
Explanation:

QUESTION NO: 9

When you have a call that cannot be resolved, what is the last step you will take prior to disengaging from the customer?

A. Confirm the details provided by the customer.
B. Determine the priority of the Incident.
C. Set the customer expectation for the next contact.
D. Verify the customer eligibility for service.

Answer: C
Explanation:

QUESTION NO: 10

What is the best description of your role in supporting customers?

A. Avoid confrontation at all costs.
B. Deliver consistent, high quality support.
C. Escalate calls as appropriate.
D. Minimise talk time.

Answer: B
Explanation:

QUESTION NO: 11

Your help desk/Service Desk wishes to become a model for best practice, what is one of the main sources of excellent information and advice to help achieve this?

A. A web master magazine.
B. Senior management meetings.
C. Knowledge Centred Support.
D. The marketing department.

Answer: C
Explanation:

QUESTION NO: 12

What is the best way of using silent time effectively?

A. Build a rapport with your customer.
B. Check your e-mail.
C. Identify the best time for your break.
D. Write an e-mail to a colleague.

Answer: A
Explanation:

QUESTION NO: 13

Which of the following techniques is the best one for reducing and eliminating conflict during a call?

A. Match the customer attitude.
B. Refrain from interrupting the customer.
C. Stop using the customer name.
D. Tell the customer you feel sorry for them.

Answer: B
Explanation:

QUESTION NO: 14

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
Explanation:

QUESTION NO: 15

Which is a common physical symptom of stress?

A. You are more susceptible to colds.
B. You rarely take lunch breaks.
C. You work longer hours.
D. Your colleagues all seem busy.

Answer: A
Explanation:

QUESTION NO: 16

What is the best reason for displaying a good service attitude?

A. Displaying a good service attitude will create a positive impression of the Service Desk.
B. Displaying a good service attitude will help meet service levels.

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C. Displaying a good service attitude will improve customer performance.

D. Displaying a good service attitude will reflect well in your performance evaluations.

Answer: A

Explanation:

QUESTION NO: 17

Which statement best illustrates the concept of providing consistent service?

A. Answer all calls within 15 seconds or 3 rings.

B. Escalate all calls within 10 minutes if no answer is available.

C. Give each customer an answer on first contact.

D. Provide all callers with the same quality of service.

Answer: D

Explanation:

QUESTION NO: 18

What is a best practice for assigning a priority level for an Incident?

A. Assign a priority level based on how much the customer complains.

B. Assign a priority level based on how well you know the caller.

C. Assign a priority level based on the business impact of the Incident.

D. Assign a priority level based on the number of PCs in the department.

Answer: C

Explanation:

QUESTION NO: 19

Which is an example of data that must be protected by security policies?

A. Department addresses.

B. General telephone numbers.

C. Head office marketing handouts.

D. Personal information.