

QQ0-401

HDI

SDI-Service Desk Foundation Qualification

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Question: 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

Question: 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

Question: 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

Question: 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

Question: 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

Question: 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

Question: 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

Question: 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

Question: 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

Question: 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

Question: 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

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