

Examcollection

<http://www.ipass4sure.com/examcollection.htm>

QQ0-401

HDI

SDI-Service Desk Foundation Qualification

<http://www.ipass4sure.com/exams.asp?examcode=QQ0-401>

The QQ0-401 practice exam is written and formatted by Certified Senior IT Professionals working in today's prospering companies and data centers all over the world! The QQ0-401 Practice Test covers all the exam topics and objectives and will prepare you for success quickly and efficiently. The QQ0-401 exam is very challenging, but with our QQ0-401 questions and answers practice exam, you can feel confident in obtaining your success on the QQ0-401 exam on your FIRST TRY!

HDI QQ0-401 Exam Features

- Detailed questions and answers for QQ0-401 exam
- Try a demo before buying any HDI exam
- QQ0-401 questions and answers, updated regularly
- Verified QQ0-401 answers by Experts and bear almost 100% accuracy
- QQ0-401 tested and verified before publishing
- QQ0-401 examcollection vce questions with exhibits
- QQ0-401 same questions as real exam with multiple choice options

Acquiring HDI certifications are becoming a huge task in the field of I.T. More over these exams like QQ0-401 exam are now continuously updating and accepting this challenge is itself a task. This QQ0-401 test is an important part of HDI certifications. We have the resources to prepare you for this. The QQ0-401 exam is essential and core part of HDI certifications and once you clear the exam you will be able to solve the real life problems yourself. Want to take advantage of the Real QQ0-401 Test and save time and money while developing your skills to pass your HDI QQ0-401 Exam? Let us help you climb that ladder of success and pass your QQ0-401 now!

DEMO EXAM

For Full Version visit

<http://www.ipass4sure.com/allexams.asp>

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



Pass4sure Certification Exam Features;

- Pass4sure offers over **2500** Certification exams for professionals.
- More than **98,800** Satisfied Customers Worldwide.
- Average **99.8%** Success Rate.
- Over **120** Global Certification Vendors Covered.
- Services of **Professional & Certified Experts** available via support.
- Free **90 days** updates to match real exam scenarios.
- **Instant Download Access!** No Setup required.
- Price as low as **\$19**, which is 80% more **cost effective** than others.
- **Verified answers** researched by industry experts.
- Study Material **updated** on regular basis.
- Questions / Answers are downloadable in **PDF** format.
- Mobile Device Supported (**Android, iPhone, iPod, iPad**)
- **No authorization** code required to open exam.
- **Portable** anywhere.
- **Guaranteed Success.**
- **Fast**, helpful support **24x7**.



View list of All certification exams offered;
<http://www.ipass4sure.com/all exams.asp>

View list of All Study Guides (SG);
<http://www.ipass4sure.com/study-guides.asp>

View list of All Audio Exams (AE);
<http://www.ipass4sure.com/audio-exams.asp>

Download Any Certification Exam DEMO.
<http://www.ipass4sure.com/samples.asp>

To purchase Full version of exam click below;
<http://www.ipass4sure.com/all exams.asp>

3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	Google	

and many others.. See complete list [Here](#)

