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# SD0-401

## SDI

### *Service Desk Foundation Qualification*

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**QUESTION: 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**

**QUESTION: 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**

**QUESTION: 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**

**QUESTION: 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**

**QUESTION: 5**

What is a benefit of teamwork?

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

**Answer: B**

**QUESTION: 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**

**QUESTION: 7**

What information must be logged for every Incident?

- A. A corrected version of the customer description of the Incident.
- B. A note about the customer preferred desk side technician.
- C. Any commitments made to the customer.
- D. Your opinion about the customer technical expertise.

**Answer: C**

**QUESTION: 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**

**QUESTION: 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**

**QUESTION: 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**

**QUESTION: 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**

**QUESTION: 12**

What is the best way of using silent time effectively?



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