

Exam Code: qq0-401

Exam Name: SDI-Service Desk Foundation Qualification

Vendor: HDI Worldwide

Version: DEMO

Part: A

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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: 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.

Correct Answers: C