

QUESTIONS & ANSWERS

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SDI-Service Desk Foundation Qualification



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QUESTION: 107

What is one of the differences between open and closed questions?

- A. Closed questions are used to receive short responses, and open questions to encourage conversation.
- B. Closed questions seek elaboration, and open questions seek confirmation.
- C. Open questions are scripted, and closed questions are made up on the spot.
- D. There is no difference between open and closed questions.

Answer: A

QUESTION: 108

What is the best description of knowledge management?

- A. Knowledge management is capturing and reusing an organisation information.
- B. Knowledge management is creating a graph or chart of known problems.
- C. Knowledge management is a system for storing and reusing information.
- D. Knowledge management is organising the Service Desk e-mail archives.

Answer: A

QUESTION: 109

What is the best reason for documenting processes and procedures?

- A. Documenting processes and procedures enforces workplace culture.
- B. Documenting processes and procedures ensures consistent service.
- C. Documenting processes and procedures keeps you occupied during down time.
- D. Documenting processes and procedures prevents customers from asking for special treatment.

Answer: B

QUESTION: 110

What is the best reason for using proper grammar and spelling when documenting Incidents?

- A. Management may read the documentation.
- B. Using proper grammar and spelling improves your confidence.
- C. You and your team are judged on the quality of your documentation.
- D. Your team mates will laugh at you if your spelling is poor.

Answer: C

QUESTION: 111

What is a best practice for effective cross-cultural communication?

- A. Ask open questions.
- B. Increase the pace of the call.
- C. Repeat everything that the customer says.
- D. Use proper language expressions.

Answer: D

QUESTION: 112

What is the benefit of good teamwork to an organisation?

- A. Better employees with more skills.
- B. Enhanced career opportunities across the organisation.
- C. Improved overall quality of service provided.
- D. Increased capability for technical support and delivery.

Answer: C

QUESTION: 113

Which statement best describes your role in the Incident Management process?

- A. Conduct customer satisfaction surveys for each Incident.
- B. Escalate all Incidents to other groups.
- C. Log and document all Incidents.
- D. Resolve each Incident to the customer satisfaction.

Answer: C

QUESTION: 114

Which is the most important consideration when setting the priority of an Incident?

- A. The availability of a workaround.
- B. The complexity of the Incident.
- C. The customer urgency for resolution.
- D. The location of the customer with the Incident.

Answer: A

QUESTION: 115

Some of your customers speak different languages to your own. What is a best practice for communicating effectively when helping these customers?

- A. Set up a video link so you can gesture.
- B. Speak louder and slower for clarification.
- C. Moderate the pace of the call.
- D. Use slang to put the customer at ease.

Answer: C

QUESTION: 116

What is the most important reason for using customer satisfaction surveys?

- A. Customer satisfaction surveys are a useful source for marketing statistics.
- B. Customer satisfaction surveys are required by the service level agreement.
- C. Customer satisfaction surveys identify whether customer expectations are being met.
- D. Customer satisfaction surveys provide management with data required to create a schedule for the Service Desk.

Answer: C

QUESTION: 117

What is a best practice for dealing with stress?

- A. Keep your frustration hidden.
- B. Stay home from work.
- C. Take deep breaths.
- D. Take your frustration out on your partner.

Answer: C

QUESTION: 118

Which type of customer satisfaction survey is planned and scheduled on a periodic basis?

- A. Annual surveys.
- B. Ongoing surveys.
- C. Onetime surveys.
- D. Product surveys.

Answer: A

QUESTION: 119

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

QUESTION: 120

Which process is concerned with the analysis of Incidents in order to identify the root cause and to eliminate the Problem?

- A. Call management.

- B. Incident management.
- C. Knowledge management.
- D. Problem management.

Answer: D



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