

SD0-101^{Q&As}

Service Desk Analyst Qualification

Pass SDI SD0-101 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass2lead.com/sd0-101.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by SDI Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



QUESTION 1

Your Service Desk has a Standard Operating Procedure for telephone call handling. Which of these options would NOT be included in that procedure?

- A. Using apersonalised greeting
- B. Asking the right questions to elicit information
- C. Listening to what the caller is telling you
- D. Showing empathy for the user if appropriate

Correct Answer: A

QUESTION 2

Which would be a common use of self-healing technology?

- A. Automated dial-up
- B. Anti-virus software
- C. Password locking
- D. Autonomous agent

Correct Answer: B

QUESTION 3

You are aware of a breach of the IT security policy by a colleague; which of these options is the most important reason for reporting this to the organisation?

- A. It will limit the damage to theorganisation and the user
- B. It will ensure that the appropriate policy is observed and followed
- C. It is essential for audit compliance
- D. It will improve your career advancement

Correct Answer: A

QUESTION 4

Which of these options forms part of the Problem Management process?

- A. A CAB meeting

- B. Trend analysis
- C. A Major Incident review
- D. Functional Escalation

Correct Answer: B

QUESTION 5

Which of these options is NOT a feature in standard PBX functionality?

- A. Voicemail
- B. Agent tracking
- C. CTI
- D. Conference calling

Correct Answer: C

[SD0-101 PDF Dumps](#)

[SD0-101 VCE Dumps](#)

[SD0-101 Practice Test](#)