

# SD0-101<sup>Q&As</sup>

Service Desk Analyst Qualification

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**QUESTION 1**

When you log a user support call what information must you be sure to capture?

- A. The users expectation of the SLA
- B. The Service Desks current workload
- C. The last date the user contacted the Service Desk
- D. The way the user describes the Incident

Correct Answer: D

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**QUESTION 2**

Which of these options is NOT part of the correct procedure for putting a user on hold?

- A. Asking the user for permission to remotely access their system
- B. Communicating a valid reason for putting the user on hold
- C. Giving the user a reasonable time frame
- D. Regularly updating the user about the wait-time

Correct Answer: A

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**QUESTION 3**

What is a key advantage for both you and a user when you resolve his/her Incident using remote support?

- A. The user doesnt need to get involved in the resolution
- B. The users lack of technical skill is less obvious
- C. The SDA can showcase his/her technical abilities
- D. The SDA can provide real-time training to the user

Correct Answer: D

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**QUESTION 4**

Which of these options best describes a router?

- A. A device that connects sub-networks together
- B. A device that connects one or more hubs

- C. A device that connects one or more networks
- D. A device that connects one or more network switches

Correct Answer: A

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#### QUESTION 5

Consider your responsibilities as an SDA: which of these options best describes one of your principal responsibilities?

- A. To provide easily understood and accurate answers to users questions
- B. To provide technically detailed answers to users questions
- C. To provide users with information about the workings of the Service Desk
- D. To provide recommendations about technical courses to users

Correct Answer: A

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