

SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

Which of these options best describes primary reasons for Service Desks logging all user issues?

- A. To provide an audit trail of user interactions and influence ongoing process improvement
- B. To provide data to perform root cause analysis and incentivise SDA performance
- C. To provide data to measure customer satisfaction and for other teams to use
- D. To document the workload of the Service Desk and create a competitive environment

Correct Answer: A

QUESTION 2

Which of the options best describes the importance of security policies?

- A. They protect the company and user from authorised access
- B. They protect data integrity and corporate assets
- C. They confirm the identity of users and control password resets
- D. They limit users access to the Service Desk

Correct Answer: B

QUESTION 3

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

QUESTION 4

What should an SDA reasonably expect of users when they contact the service desk for assistance?

- A. To provide valuable information regarding their opinion of the Service Desk
- B. To provide valuable information regarding their view of the SLA

- C. To provide an opportunity to receive feedback regarding their technical ability
- D. To provide the relevant information needed to resolve their incident

Correct Answer: D

QUESTION 5

You are speaking to a user who is clearly a little worried about the Incident they have just experienced. What is the best method you should use to acknowledge their emotions?

- A. Tell them not to worry, they cant help it if they dont understand the technology
- B. Reassure them and let them know that they are not the only person who has had this type of Incident
- C. Send them an email listing the various basic technical courses they could attend to improve their skills
- D. Pause for a moment and ask them to repeat what they just told you

Correct Answer: B

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