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Question 1

Question Type: MultipleChoice

What is a best practice for helping an emotional caller?

Options:

- 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.

Answer:

B

Question 2

Question Type: MultipleChoice

Which comment will best acknowledge your customer emotions?

Options:

- A- Have you ever used this system before?
- B- I appreciate how critical this problem is for you right now.
- C- I know you are angry, but that won't help the situation.
- D- You have all of my sympathy right now.

Answer:

B

Question 3

Question Type: MultipleChoice

As a support professional, how can you best maintain a quality image for your organization?

Options:

- A- Give accurate advice and follow through on commitments.
- B- Let the customer know that your team is not responsible for Problems.
- C- Never commit to a timeframe that is difficult to meet.
- D- Reference the service level agreement whenever possible.

Answer:

A

Question 4

Question Type: MultipleChoice

Which is a security policy that is typically used in the Service Desk?

Options:

- A- Global passwords.

- B- Password resets.
- C- Shareware usage.
- D- System usage.

Answer:

B

Question 5

Question Type: MultipleChoice

What is a best practice to follow when closing an Incident?

Options:

- A- Provide the customer with a satisfaction survey.
- B- Set the customer expectations for the follow-up.
- C- Tell the customer not to call again.
- D- Use formal business language.

Answer:

B

Question 6

Question Type: MultipleChoice

What is the best reason for keeping the customer informed about what is happening with an escalated Incident?

Options:

- A-** Escalation can only be achieved with a supervisor approval.
- B-** Escalation can occur functionally to a technical specialist.
- C-** Escalation only occurs when an Incident is sent up to a higher authority.
- D-** Escalation should occur whenever you do not know the answer to a question.

Answer:

B

Question 7

Question Type: MultipleChoice

What is the best description of Incident management?

Options:

- A- Incident management ensure that products work properly before they are implemented.
- B- Incident management is the responsibility of a supervisor or manager.
- C- Incident management prioritises tasks so that the easiest tasks are finished first.
- D- Incident management minimises the impact on the availability of service or product.

Answer:

D

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