



Free Questions for [SD0-401](#) by [vceexamstest](#)

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Question 1

Question Type: MultipleChoice

Which question would be described as a closed question?

Options:

- A- Are others in your area able to access the application?
- B- What can you see on the screen?
- C- What occurred the last time the application was accessed?
- D- What steps did you follow when starting the application?

Answer:

A

Question 2

Question Type: MultipleChoice

Which of the following best describes your sales and marketing role within the Service Desk?

Options:

- A-** Log the opportunity so that it can be followed up on at a later date.
- B-** Recognise opportunities to increase business and know what to do with them.
- C-** Refer any business opportunities to the marketing department.
- D-** Stop trying to resolve the problem and concentrate on increasing the business.

Answer:

B

Question 3

Question Type: MultipleChoice

What is a best practice when helping a customer whose native language is different to yours?

Options:

- A- Avoid asking the customer for clarification.
- B- Avoid using remote control.
- C- Take regular breaks during the call.
- D- Pause to allow time for understanding

Answer:

D

Question 4

Question Type: MultipleChoice

What is a best practice for call management?

Options:

- A- Listen to the customer description of the Incident.

- B-** Provide the customer with details of the SLA.
- C-** Ask the customer for a written communication.
- D-** Use the CRM system to guide the call.

Answer:

A

Question 5

Question Type: MultipleChoice

What is a best practice for handling calls related to non-supported items?

Options:

- A-** Hang up on the customer.
- B-** Inform the customer that it is against company policy to help.
- C-** Let the customer know who they should contact and how they should do so.
- D-** Provide support to the customer anyway.

Answer:

C

Question 6

Question Type: MultipleChoice

When made by a customer, which comment, is most likely to indicate that a conflict is developing?

Options:

A- I am tired of my computer always being down.

B- I don't understand what you mean.

C- I see what you are saying to me.

D- You need to slow down.

Answer:

A

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