

**Exam : HDI Worldwide  
QQ0-401**

**Title : SDI-Service Desk  
Foundation Qualification**

**Version : Demo**

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1. Which action best illustrates responsible team behaviour?

- A. Logging every call.
- B. Reporting security violations.
- C. Sharing knowledge.
- D. Taking more than your share of calls.

**Answer: C**

2. What is a best practice for establishing effective relationships with your customers?

- A. Ensure that your customer understands the SLA.
- B. Provide technical language guidance.
- C. Show your customer sympathy.
- D. Understand your customer business.

**Answer: D**

3. What is a best practice for helping an emotional caller?

- 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**

4. Why is it important for you to demonstrate confidence when dealing with others?

- A. Demonstrating confidence establishes credibility with customers.
- B. Demonstrating confidence increases first contact resolution.
- C. Demonstrating confidence maximises talk time.
- D. Demonstrating confidence minimises conflicts with customers.

**Answer: A**

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

- 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**

6. What is a best practice when writing e-mail?

- A. Use animation to emphasise your point.
- B. Use different colours to improve readability.
- C. Use emoticons to convey empathy.
- D. Use standard headers and footers for consistency.

**Answer: D**

7. When is it most appropriate to escalate an Incident to a manager?

- A. Escalate an Incident if the customer begins to complain.
- B. Escalate an Incident the customer is emotional.
- C. Escalate an Incident if the customer asks to speak to a manager.
- D. Escalate an Incident if the Service Desk is short of staff.

**Answer: C**

8. What is the best reason for using proper grammar and spelling when documenting Incidents?

- A. Not using proper grammar and spelling is sloppy.
- B. Not using proper grammar and spelling will anger the customer.
- C. Using proper grammar and spelling is professional.
- D. Using proper grammar and spelling will impress your supervisor.

**Answer: C**

9. What is a best practice for handling phone calls?

- A. Clear your desk of any clutter.
- B. Show the customer sympathy.
- C. Use a standard greeting.

D. Use formal titles when greeting customers.

**Answer: C**

10. Which of the following is most likely to be a barrier to communication?

- A. The customer ability to use self-help systems.
- B. The customer previous experience with the Service Desk.
- C. The customer position in the business.
- D. The level of support provided by the Service Desk.

**Answer: B**

11. Which process is concerned with the capture, structure, and reuse of solutions?

- A. Call management.
- B. Incident management.
- C. Knowledge management.
- D. Problem management.

**Answer: C**

12. Which statement best characterises a friendly and supportive workplace?

- A. Management encourages extensive overtime.
- B. Team members help each other.
- C. Team members work alone.
- D. Team members work only their allotted hours.

**Answer: B**

13. What type of question will best encourage a customer to talk more about their Incident?

- A. Closed questions.
- B. Open questions.
- C. Technical questions.
- D. Personal questions.

**Answer: B**

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

- 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**

15. What is the most important benefit of being empathetic towards your customers?

- A. Your customers will know that you feel sorry for them.
- B. Your customers will know that you can fix their problem for them.
- C. Your customers will know that you understand how they feel.
- D. Your customers will want to talk to you whenever they call.

**Answer: C**

16. What is a common metric used to measure Service Desk performance?

- A. Abandon before answer (ABA)
- B. Average time to respond (ATR)
- C. Incident quality score (IQS)
- D. Total faxes received (TFR)

**Answer: A**

17. Which is a best practice for dealing with stress?

- A. Answer fewer inquiries.
- B. Confront the issues that are causing stress.
- C. Stop customers from venting.
- D. Take time off work.

**Answer: B**

18. Which metric is used to measure the average amount of time that a customer waits before a call is

answered?

- A. Abandon before answer.
- B. Availability.
- C. Average speed to answer.
- D. First contact resolution.

**Answer: C**

19. What is the best description of an Incident?

- A. An Incident is any call from a customer.
- B. An Incident is a call routed by the ACD.
- C. An Incident is a management statistic.
- D. An Incident causes an interruption to normal service.

**Answer: D**

20. What is the most important reason for maintaining legal compliance in the Service Desk?

- A. Maintaining legal compliance prevents other teams seeing what the Service Desk does.
- B. Maintaining legal compliance protects the organisation assets.
- C. Maintaining legal compliance protects you from blame.
- D. Maintaining legal compliance protects your managers.

**Answer: B**

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