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Service Desk Foundation Qualification



QUESTION: 110

Which action best illustrates excellent customer service?

- A. Actively listen to customers when they talk to you.
- B. Feel sorry for your customers if they are troubled.
- C. Let customers know your personal accomplishments.
- D. Listen to colleagues when customers talk to you.

Answer: A

QUESTION: 111

What is the best reason for using a standard greeting when answering telephone calls?

- A. Using a standard greeting follows documented procedures.
- B. Using a standard greeting is part of an Incident management process.
- C. Using a standard greeting saves time.
- D. Using a standard greeting sets the expectation for the call.

Answer: D

QUESTION: 112

What is the primary purpose of an operational level agreement?

- A. An OLA addresses topics that are not covered by the SLA.
- B. An OLA contains the operational data used for calls.
- C. An OLA provides access to vendors for support.
- D. An OLA supports the SLA and is between two internal support teams.

Answer: D

QUESTION: 113

What is a best practice when closing an Incident?

- A. Chat with the customer to build a rapport.
- B. Offer to mail the customer a user manual.
- C. Send the customer written confirmation of the Incident closure.
- D. Tell the customer to call again to ask additional questions.

Answer: C

QUESTION: 114

Which is one of the elements of call differentiating?

- A. The customer is always right and should always get their own way.
- B. The customer technical needs must be addressed first and foremost to ensure satisfaction.
- C. Unresolved psychological issues have a negative effect on problem solving.
- D. Your customer may be king, but you are the technical wizard.

Answer: C

QUESTION: 115

What is a best practice for effectively managing your time?

- A. Complete your favourite jobs first.
- B. Set your clock a half an hour ahead.
- C. Work longer hours.
- D. Write down all the tasks you need to accomplish.

Answer: D

QUESTION: 116

What is one of the differences between open and closed questions?

- A. Closed questions are used to receive short responses, and open questions to encourage conversation.
- B. Closed questions seek elaboration, and open questions seek confirmation.
- C. Open questions are scripted, and closed questions are made up on the spot.
- D. There is no difference between open and closed questions.

Answer: A

QUESTION: 117

What is the best reason for using paraphrasing?

- A. Using paraphrasing gives the customer a chance to tell you if you have understood them.
- B. Using paraphrasing increases the customer knowledge of technical terminology.

- C. Use paraphrasing to repeat the customer words back to them.
- D. Use paraphrasing to tell the customer what they should have done.

Answer: A

QUESTION: 118

What is the best description of your role in supporting customers?

- A. Avoid confrontation at all costs.
- B. Deliver consistent, high quality support.
- C. Escalate calls as appropriate.
- D. Minimise talk time.

Answer: B

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