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SDI

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Service Desk Analyst Qualification 2023



QUESTION: 157

Which of these options is NOT a feature in standard PBX functionality?

- A. Voicemail
- B. Agent tracking
- C. CTI
- D. Conference calling

Answer: C

QUESTION: 158

Where would you expect to see a screen pop? As a feature of

- A. The company screensaver
- B. An Instant Messaging conversation
- C. Computer Telephony Integration (CTI)
- D. The weekly marketing email

Answer: C

QUESTION: 159

Which option is the most common issue when integrating CTI with Incident Management?

- A. Poor project management resulting in higher costs
- B. The screen pop functionality does not behave as expected
- C. Lengthy implementation timescales due to inadequate project resources
- D. Lack of availability of accurate user data

Answer: D

QUESTION: 160

Which option is a benefit of using self-help?

- A. It allows users to resolve some incidents at any time
- B. It gives users the opportunity to become technical experts
- C. It avoids the inconvenience of telephone handling

D. It give users the ability to self-diagnose their incidents in future

Answer: A

QUESTION: 161

Your organisation is actively promoting the use of self-service technology. What is a disadvantage of this support option?

- A. Users and SDAs feel that the service now offered has become impersonal
- B. SDAs and users feel that the service now offered is haphazard
- C. The delivery of service now offered uses state-of-the-art technology
- D. The service now offered is too simplistic

Answer: A

QUESTION: 162

Which of these options best describes examples of self-service technology?

- A. FAQs, external knowledge packs, and IVR-based systems
- B. Training courses, procedures and an on-line Service Knowledge Management System
- C. Web-based self-help systems, Incident data and FAQs
- D. Forms, procedures, help systems and on-line tutorials

Answer: D

QUESTION: 163

Which of these options is a benefit of self-service technology?

- A. Users can log their issues at any time
- B. Reduces Problem resolution time
- C. Removes the need for human support
- D. Reduces the number of Incidents and Service Requests

Answer: A

QUESTION: 164

Which would be a common use of self-healing technology?

- A. Automated dial-up
- B. Anti-virus software
- C. Password locking
- D. Autonomous agent

Answer: B

QUESTION: 165

Which of these options is a recognised advantage of self-healing technology?

- A. It passes the cost of support to the users
- B. It reduces the requirement for SLAs
- C. It enables users to fix more Incidents themselves
- D. It decreases the cost of support

Answer: D



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