

HD0-200^{Q&As}

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QUESTION 1

What are three basic components of Computer Telephony Integration? (Choose three)

- A. Automatic Call Distributor.
- B. Service Level Agreements.
- C. Integration Server
- D. Interactive Voice Response.

Correct Answer: ACD

QUESTION 2

You are speaking to a customer who has an incident that requires you to perform further research before you can apply a resolution. You document the situation and the impact. What is the best action to take next? (Choose 1)

- A. Explain to the customer what will happen next.
- B. Close the call.
- C. Develop a multi-functional team to address the situation.
- D. Ask your team colleagues to concentrate on this problem with you.

Correct Answer: A

QUESTION 3

What are two purposes of an on-going (event) survey? (Choose two)

- A. To measure the quality of a single interaction.
- B. To trend levels of customer satisfaction between annual (periodic) surveys.
- C. To assess satisfaction levels with all help desk services.
- D. To evaluate overall satisfaction levels with products.

Correct Answer: AB

QUESTION 4

What are the two most important characteristics of successful teams? (Choose 2)

- A. They are given challenges to meet and are rewarded effectively.

- B. They always make all decisions together.
- C. They have individual responsibilities to which they work exclusively.
- D. There are many different personalities and skills.

Correct Answer: AD

QUESTION 5

What are two purposes of an on-going (event) survey? (Choose two)

- A. To trend levels of customer satisfaction between annual (periodic) surveys.
- B. To assess satisfaction levels with all help desk services.
- C. To evaluate overall satisfaction levels with products.
- D. To measure the quality of a single interaction.

Correct Answer: AD

QUESTION 6

The question, "When you are trying to print there is no output. Is that correct?" is an example of which step in the problem solving process? (Choose 1)

- A. Validate the problem statement.
- B. Identify customer assumptions.
- C. Prioritise possible causes of the problem.
- D. Identify possible causes of the problem.

Correct Answer: A

QUESTION 7

What is the key benefit of root cause analysis? (Choose 1)

- A. Calls for specific types of problem can be reduced or eliminated.
- B. Better knowledge management procedures.
- C. Cost and expense can be justified.
- D. The cost per problem is reduced.

Correct Answer: A

QUESTION 8

What is used to set customer expectations? (Choose 1)

- A. Root cause processes.
- B. Work flow procedures.
- C. Service level agreements.
- D. Standard operating procedures.

Correct Answer: C

QUESTION 9

What are the two key benefits of self help technology? (Choose 2)

- A. It reduces the need for technical support staff.
- B. It educates customers.
- C. It allows for longer wrap-up time.
- D. It reduces calls in to the help desk.

Correct Answer: BD

QUESTION 10

What are three things to consider when determining new help desk equipment requirements? (Choose three)

- A. The expected call volume.
- B. The budget available for new equipment.
- C. The number of expected help desk personnel.
- D. The functionality advertised with the most popular systems.

Correct Answer: ABC

QUESTION 11

What is the most effective method for ticket monitoring? (Choose 1)

- A. Live service observations.
- B. Service Level Agreements.

- C. Monthly Change reports.
- D. Follow up calls or surveys.

Correct Answer:

QUESTION 12

Which is a technique used in paraphrasing? (Choose 1)

- A. Using synonyms.
- B. Using parroting.
- C. Using the passive voice.
- D. Using complex sentence patterns.

Correct Answer: A

QUESTION 13

What are two commonly used problem identification methods for extracting information from customers? (Choose 2)

- A. Unstructured information gathering.
- B. Structured information gathering.
- C. Logical analysis.
- D. Root cause discussions.

Correct Answer: AB

QUESTION 14

What are three characteristics of effective leaders? (Choose three)

- A. They closely monitor the team.
- B. They practice and encourage fairness.
- C. They are able to execute plans.
- D. They delegate responsibility effectively.

Correct Answer: BCD

QUESTION 15

What are two benefits of having service continuity sites? (Choose 2)

- A. The risk of the business failing is reduced/ removed.
- B. Service levels can be maintained.
- C. Personnel are transported in and out as required.
- D. They are located close to the company headquarters.
- E. Staff requirements are taken into account.

Correct Answer: AB

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