Vendor: HDI

Exam Code: HD0-400

Exam Name: HDI Qualified Customer Support Specialist

Version: Demo

QUESTION 1 Which statement best describes a problem?

A. A problem is a group of incidents that recur occasionally.
B. A problem is a group of incidents with different symptoms.
C. A problem is a significant incident with an unknown cause.
D. A problem is a single incident with a known solution.

Answer: C

QUESTION 2 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 Support Centre.
C. The customer position in the business.
D. The level of support provided by the Support Centre.

Answer: B

QUESTION 3 What is the most important reason for using customer satisfaction surveys?

A. Customer satisfaction surveys allow customers to say what they really think without offending Support Centre staff.
B. Customer satisfaction surveys help to determine if customer service expectations are being met.
C. Customer satisfaction surveys provide an accurate set of management reports on SLA performance.
D. Customer satisfaction surveys provide information that can be used to assess blame for problems.

Answer: B

QUESTION 4 .com calls with a problem you know they could solve using the Support Centre web site. What is a best practice for encouraging the customer to try self-help?

A. Ask if they have tried the website and give them the answer.
B. Respectfully talk them through the self-help process.
C. Send them an e-mail with a link to the web site.

D. Tell them that the answer is on the web site and give them the URL.

Answer: B

QUESTION 5 What is the most important reason why Support Centres monitor incidents?

A. Incident monitoring is done by all good Support Centres.
B. Incident monitoring is an ITIL best practice.
C. Incident monitoring is the Support Centre primary function.
D. Incident monitoring results in improved quality of services.

Answer: D

QUESTION 6 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 requests to speak to a manager.
D. Escalate an incident if the Support Centre is short of staff.

Answer: C

QUESTION 7 What is a best practice for negotiating with .com?

A. Look at the problem from the customer perspective.
B. Only provide a service that is included in the SLA.
C. Strictly follow the Support Centre policies.
D. Transfer the customer to your supervisor if they disagree with you.

Answer: A

QUESTION 8 Which is a best practice for dealing with stress?

A. Drink more water.
B. Ignore the stress.
C. Take short naps when you can.
D. Talk to someone about your concerns.

Answer: D

QUESTION 9 Which statement best describes a team?

A. A team is a forum for creativity and self expression.
B. A team is a group of people working to accomplish the same goals.
C. A team is a group of strong personalities.

D. A team is an open, honest environment.

Answer: B

QUESTION 10 Your help desk/support centre wishes to become a model for best practice, what is one of the main sources of excellent information and advice to help achieve this?

A. A web master magazine.
B. Senior management meetings.
C. Knowledge Centred Support.
D. The marketing department.

Answer: C

QUESTION 11 What behaviour should be avoided when talking with .com
on the telephone?

A. Addressing the customer by name.
B. Asking the customer technical questions.
C. Telling the customer to hold.
D. Using terms of endearment.

Answer: D

QUESTION 12 Which statement best describes your role in the incident management process?

A. Conduct customer satisfaction surveys for each incident.
B. Escalate all incidents to other groups.
C. Log and document all incidents.
D. Resolve each incident to the customer satisfaction.

Answer: C

QUESTION 13 What is a best practice for dealing with an abusive customer?

A. Ignore the customer language.
B. Maintain your professionalism.
C. Show empathy and sympathy.
D. Use your active listening skills.

Answer: B

QUESTION 14 What is the best description of your role in supporting customers?

A. Ensure that the customer complies with the SLA.
B. Manage the customer expectations.

C. Pass all customer inquiries to level 2 support.
D. Resolve all customer incidents without escalation.

Answer: B

QUESTION 15 Which statement best describes the concept of teamwork?

A. Teamwork involves competing with others to prove you are the best.
B. Teamwork involves having all team members participate.
C. Teamwork involves keeping ideas to yourself in case they do not work.
D. Teamwork involves working separately to achieve personal goals.

Answer: B

QUESTION 16 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 17 What is a best practice for call management?

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 18 What is the most important reason for maintaining legal compliance in the Support Centre?

A. Maintaining legal compliance prevents employees from downloading music.
B. Maintaining legal compliance prevents unauthorised internet usage.
C. Maintaining legal compliance protects identity information.
D. Maintaining legal compliance protects your personal rights.

Answer: C

QUESTION 19 How can active listening help you?

A. Active listening helps to build a wider knowledge base for the organisation.
B. Active listening improves overall performance against SLAs.
C. Active listening increases the customer level of satisfaction.
D. Active listening reduces the need for you to talk all day.

Answer: C

QUESTION 20 What is a best practice for effective cross-cultural communication?

A. Ask open questions.
B. Increase the pace of the call.
C. Repeat everything that the customer says.
D. Use proper language expressions.

Answer: D

QUESTION 21 What is a best practice for building positive working relationships with other groups in the Support Centre?

A. Share gossip about other teams.
B. Share your knowledge.
C. Treat others in the same way they treat you.
D. Treat others nicely if they can help you.

Answer: B

QUESTION 22 Which action best illustrates a positive service attitude?

A. Answer every call on the first ring.
B. Call customers back to ensure satisfaction.
C. Focus your attention on the customer.
D. Humour customers when they need to vent.

Answer: C

QUESTION 23 What is the major difference between problem management and incident management?

A. Incident management and problem management are the same.
B. Incident management aims to get people back to work quickly and problem management tries to stop incidents from recurring.
C. Incident management aims to prevent problems from occurring in the first place, and problem management solves problems.
D. Incident management is used first, and problem management is used if incident management does not work.

Answer: B

QUESTION 24 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 25 What is a best practice for keeping the customer attention focused on the resolution?

A. Ask the customer to call back later.
B. Offer to send the customer an e-mail with the steps.
C. Suggest that the customer writes down the steps.
D. Tell the customer to concentrate.

Answer: C

QUESTION 26 Which process is concerned with the analysis of incidents in order to identify the root cause and to eliminate the problem?

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

Answer: D

QUESTION 27 What is the best description of process management?

A. Process management is accomplishing tasks that we can test, report, and improve upon.
B. Process management is a formal concept that we work with.
C. Process management is a set of rules that can never be bent or broken.
D. Process management is red tape that prevents creativity.

Answer: A

QUESTION 28 What is the best reason for using a standard greeting when answering telephone calls?

A. Using a standard greeting complies with Support Centre standards.
B. Using a standard greeting ensures consistent service.
C. Using a standard greeting makes the customer feel humble.
D. Using a standard greeting prevents individuals developing their own greetings.

Answer: B

QUESTION 29 Which is a characteristic of a successful team?

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