

100% Money Back **Guarantee**

Vendor: HDI

Exam Code: HD0-100

Exam Name: Help Desk Analyst (HDA)

Version: Demo

QUESTION NO: 1 DRAG DROP

Click the Task button. Place each style next to its attribute. For instructions on how to answer a Drag and Drop question, click the Help button.

Place each style next to its attribute.

Style	Attribute
(place here)	likes to use intuition to make decisions
(place here)	likes to build relationships
(place here)	likes to see immediate results
(place here)	likes to use facts and data

Analytical Assertive Expressive Friendly

Answer:

Place each style next to its attribute.

Style	Attribute
Expressive	likes to use intuition to make decisions
Friendly	likes to build relationships
Assertive	likes to see immediate results
Analytical	likes to use facts and data

Analytical Assertive Expressive Friendly

QUESTION NO: 2

What is a key benefit of purchasing a knowledge database?

- A. It provides comprehensive information on proprietary applications
- B. It is inexpensive to purchase
- C. It provides comprehensive information on commonly used hardware and software
- D. It is inexpensive to update

Answer: C

QUESTION NO: 3

Which three are the most common type of network problems? (Choose three.)

- A. Collisions, congestion, and delays
- B. Segment or ring does not respond, traffic limited, no workaround
- C. Systems will not reboot
- D. Users cannot reach connected devices, i.e., PC, servers, workstations

Answer: A,B,D

QUESTION NO: 4

Why are customer satisfaction surveys important?

- A. They determine the percentage of first call resolution (FCR)
- B. They reveal how the help desk is perceived by the customer
- C. They reveal what abandon rate is acceptable
- D. They determine what level of support the customer is receiving

Answer: B

QUESTION NO: 5

What are two benefits of encouraging customers to follow standard procedures? (Choose two.)

- A. Keeps customers up-to-date on new applications
- B. Results in customers calling less frequently
- C. Helps customers make better decisions
- D. Improves quality and accuracy

Answer: C,D

QUESTION NO: 6

You are working as a help desk analyst and receive a call from the network administrator informing you that a server is down. Which action should you perform first?

- A. Inform the other help desk analysts
- B. Troubleshoot the problem yourself
- C. Call all customers that use the server
- D. Wait for customers to call the help desk

Answer: A

QUESTION NO: 7

You are having a trouble understanding a customer with a strong accent. The first thing you should do is _____?

- A. Find someone else who can understand the customer better
- B. Ask the customer is there is someone else in their organisation for you to talk to
- C. Inform the customer that you cannot understand them and there is nothing you can do to help them
- D. Tell the customer you are having difficulty understanding them

Answer: D

QUESTION NO: 8

What are three key strengths of critical thinkers? (Choose three.)

- A. They are logical
- B. They are empathetic
- C. They are analytical
- D. They are organised

Answer: A,C,D

QUESTION NO: 9

A customer calls with a critical problem for a product that is no longer supported by the help desk. What do you do? (Choose two.)

- A. Determine what the real need is
- B. Develop alternatives
- C. Inform the customer that the product is not supported
- D. Apologise for not being able to assist the customer

Answer: A,B

QUESTION NO: 10

Which metric indicates how long a customer has to wait before talking to an analyst?

- A. Average talk time
- B. Average call time
- C. Average speed of answer
- D. Average capture time

Answer: C

QUESTION NO: 11

Which statement about service level agreements (SLAs) is true?

- A. SLAs are used to document service provider expectations only
- B. SLAs are used to document customer and service provider expectations
- C. SLAs are used to document customer expectations only
- D. SLAs are not used to document customer or service provider expectations

Answer: B

QUESTION NO: 12

In what three ways can you convey to the customer a desire and ability to help? (Choose three.)

- A. Be confident
- B. Be agreeable to all customer opinions
- C. Be talkative
- D. Be efficient
- E. Be enthusiastic, but natural

Answer: A,D,E

QUESTION NO: 13

Which four statements about self-help materials are true? (Choose four.)

- A. Their location should be explained to employees
- B. They should be user-friendly
- C. They should contain accurate information
- D. They should be timely and relevant
- E. They should replace the need for instructor-led training

Answer: A,B,C,D

QUESTION NO: 14

In which four circumstances is it appropriate to use open questions? (Choose three.)

- A. When you have exhausted your possibilities
- B. When your time is limited
- C. When you need to build rapport
- D. When you need the customer to elaborate

Answer: A,C,D

QUESTION NO: 15

Which two are the primary purpose of an annual (periodic) survey? (Choose two.)

- A. Identify changes to products, services and processes
- B. Determine management bonuses
- C. Measure performance of individual analysts at the help desk
- D. Evaluate customer satisfaction with products, services, and personnel

Answer: A,D

QUESTION NO: 16

Which three customer resources, if accessible on a company intranet, directly decrease call volume? (Choose three.)

- A. Corporate home pages
- B. Work/problem ticket request pages
- C. Frequently asked questions (FAQs)
- D. Knowledge databases

Answer: B,C,D

QUESTION NO: 17

What two considerations need to be made when sharing workspace? (Choose two.)

-
- A. Discretion and courtesy when decorating
 - B. Share only with persons with similar likes/dislikes
 - C. Maintain a clean environment
 - D. None, each person needs to take care of it themselves

Answer: A,C

QUESTION NO: 18

Who is responsible for maintaining a working environment conducive to effective inter-departmental relationships?

- A. Executive management
- B. Department managers
- C. Everyone
- D. Human resources

Answer: C

QUESTION NO: 19

You are new to the help desk and are asked a question you cannot answer. Which two actions should you take? (Choose two.)

- A. Suggest that the customer ask a peer
- B. Ask a peer
- C. Escalate the problem
- D. Use reference documentation

Answer: B,D

QUESTION NO: 20

Which statement about telephone etiquette is true?

- A. Gum chewing is acceptable as long as the customer cannot hear it
- B. Eating is okay as long as you obtain the customer's consent
- C. "Please hold" is an appropriate way to answer the telephone when you are busy
- D. It is customary to pick up the telephone between one to three rings

Answer: D

QUESTION NO: 21

You finish a call with an irate customer, but you know the customer is not 100% satisfied with the resolution. What should you do next?

- A. E-mail an apology to the customer
- B. Instruct another analyst to conduct follow-up
- C. Wait and see if the customer calls back
- D. Notify your manager of the situation

Answer: D

QUESTION NO: 22

Which two are benefits of teamwork? (Choose two.)

- A. More buy-in
- B. Reduced flexibility
- C. Higher motivation
- D. Increased sympathy

Answer: A,C

QUESTION NO: 23

Which two are characteristics of unsuccessful teams? (Choose two.)

- A. Good team morale
- B. Lack objectives
- C. Independence
- D. Lack of ownership

Answer: B,D

QUESTION NO: 24

During a call, you need to have the customer reboot the system. What could you do during this time to distract the customer from the long boot process?

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- A. Explain to the customer what you just did
 - B. Ask the customer if he is married
 - C. Ask the customer where he resides
 - D. Explain how the help desk benefits the customer

Answer: A

QUESTION NO: 25

In which two instances is it appropriate to use the customers first name? (Choose two.)

- A. During the initial interaction with the customer
- B. When the customer becomes irate
- C. During informal communication
- D. When you have established a good rapport with the customer

Answer: C,D

QUESTION NO: 26

Which three media can be used to conduct surveys? (Choose three.)

- A. The Internet
- B. E-mail
- C. Personal interviews
- D. A suggestion box

Answer: A,B,C

QUESTION NO: 27

What is the number one goal of support services?

- A. To give technical support to anyone who calls
- B. To resolve all calls requiring technical support
- C. To obtain information for any questions that are asked
- D. To keep the customer performing at the highest level possible

Answer: D

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