

HD0-100

HDI

Help Desk Analyst (HDA)

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QUESTION: 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: 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: 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: 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: 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: 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: 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 if 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: 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: 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

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