

HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

Which two characterise a successful negotiator? (Choose two.)

- A. Focuses on the best solution
- B. Presents a plan of how to get to the solution
- C. Viewed as a problem solver
- D. Steps to the customers side for understanding

Correct Answer: CD

QUESTION 2

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

Correct Answer: ACD

QUESTION 3

Which three skills should a network administrator's skill set include? (Choose three.)

- A. Perform loop-back tests
- B. Run tests on automated intranet password reset system
- C. Conduct remote diagnostics on the network interface card (NIC)
- D. Perform PING, Telnet, and trace route tests

Correct Answer: ACD

QUESTION 4

Which two are characteristics of an organisation with good inter-departmental relationships? (Choose two.)

- A. Low employee turnover
- B. Low superior-to-subordinate interaction

C. Low turnover rate between organisations

D. High employee morale

Correct Answer: AD

QUESTION 5

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

A. Good team morale

B. Lack objectives

C. Independence

D. Lack of ownership

Correct Answer: BD

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