

HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

Which two organisational characteristics are typically found in a supportive workplace environment? (Choose two.)

- A. High adherence to policies
- B. Low employee turnover
- C. High employee morale
- D. Low superior-subordinate interaction

Correct Answer: BC

QUESTION 2

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

Correct Answer: C

QUESTION 3

Which two are effective techniques for dealing with stress? (Choose two.)

- A. Set realistic goals/objectives
- B. Use high energy drinks, e.g., coffee, caffeine drinks to keep energy levels up
- C. Exercise and observe good nutrition practices
- D. Take long breaks

Correct Answer: AC

QUESTION 4

Which technique will best optimise talk time?

- A. Customer should be prepared to actively listen
- B. Analyst adjusts to customer pace and competence level Analyst adjusts to customer?pace and competence level

- C. Analyst uses business language
- D. Analyst asks clarifying questions

Correct Answer: B

QUESTION 5

You have little or no expertise with a product. While speaking in a confident tone, what should you do to provide effective support?

- A. Determine priority/severity and collect/document the appropriate information
- B. Escalate to a manager to reassign the call
- C. Set a call back time and tell the customer you will review the call with an expert
- D. Inform the customer of the product limitations you are aware of, but assure them they will receive support

Correct Answer: A

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