

# HD0-100<sup>Q&As</sup>

Help Desk Analyst (HDA)

**Pass HDI HD0-100 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass2lead.com/hd0-100.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by HDI Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

Which two techniques are important for keeping a customer focused? (Choose two.)

- A. Self-help systems
- B. Paraphrasing
- C. Open questions
- D. Closed questions

Correct Answer: BD

---

**QUESTION 2**

An aggressive customer calls the help desk and demands an immediate resolution to a problem. Which three approaches should the creative analyst use to successfully manage the call? (Choose three.)

- A. Slow the pace
- B. Focus on the facts
- C. Project confidence
- D. Stay on target
- E. Be less time-disciplined

Correct Answer: BCD

---

**QUESTION 3**

Why is using a uniform greeting and closing with the customer an essential telephone skill?

- A. Customers will receive the same level of professionalism
- B. It is an effective way to handle difficult customers
- C. It is important to put the customer at ease
- D. The close of a telephone call is as important as the greeting

Correct Answer: A

---

**QUESTION 4**

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

Correct Answer: ADE

---

**QUESTION 5**

Which two are typically the fastest methods to send a message to all help desk personnel? (Choose two.)

- A. Broadcast messaging
- B. Short text messaging
- C. Voice mail
- D. E-mail

Correct Answer: AD

[HD0-100 Study Guide](#)

[HD0-100 Exam Questions](#)

[HD0-100 Braindumps](#)