

# HD0-200<sup>Q&As</sup>

HDI Qualified Help Desk Senior Analyst

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**QUESTION 1**

Which is a technique used in paraphrasing? (Choose 1) A. Using synonyms.

B. Using the passive voice.

C. Using complex sentence patterns.

D. Using parroting.

Correct Answer: A

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**QUESTION 2**

You are speaking to a customer who has an incident that requires you to perform further research before you can apply a resolution. You document the situation and the impact. What is the best action to take next? (Choose 1)

A. Explain to the customer what will happen next.

B. Close the call.

C. Develop a multi-functional team to address the situation.

D. Ask your team colleagues to concentrate on this problem with you.

Correct Answer: A

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**QUESTION 3**

What are three tasks associated with designing the technical help desk infrastructure? (Choose three)

A. Estimating the number of expected calls.

B. Installing a knowledge database.

C. Designing a flow chart of required components.

D. Estimating the number of required help desk personnel.

Correct Answer: ACD

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**QUESTION 4**

Which three of the following items does a critical thinker apply? (Choose three)

A. Recognition that ultimate authority rests with reason and evidence.

B. Organisation of a problem into a series of logical, orderly steps.

C. Logical problem solving.

D. Rapid resolutions for all problems.

Correct Answer: ABC

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**QUESTION 5**

What are the three most common self-help technologies? (Choose three)

A. Fax-back systems.

B. Frequently Asked Questions.

C. Call logging systems.

D. Application online help systems.

Correct Answer: ABD

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