

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

HDI Qualified Help Desk Senior Analyst

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**QUESTION 1**

Which two business needs must be considered when allocating priorities? (Choose two)

- A. Service level agreement commitments.
- B. The customers status.
- C. The impact on the business.
- D. The customers location.

Correct Answer: AC

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**QUESTION 2**

An upset, frustrated customer asks to speak to the help desk manager. What is your most appropriate response? (Choose 1)

- A. I am sorry, but my supervisor does not handle these situations, I can assist you.
- B. It would be easier to resolve this call if you calm down.
- C. I am sorry, but my manager is not available at the moment. May I get her to call you back?
- D. I appreciate your frustration with this; I have experienced this same problem many times.

Correct Answer: C

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**QUESTION 3**

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 4**

When designing a help desk technology infrastructure, which two components are most commonly included? (Choose two)

- A. Telephony system.

- B. Interactive Voice Response.
- C. Call logging system.
- D. Web server.

Correct Answer: AC

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**QUESTION 5**

What are three basic components of Computer Telephony Integration? (Choose three)

- A. Automatic Call Distributor.
- B. Service Level Agreements.
- C. Integration Server
- D. Interactive Voice Response.

Correct Answer: ACD

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