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Help Desk Analyst (HDA)

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QUESTION 1

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

- A. Good team morale
- B. Lack objectives
- C. Lack of ownership
- D. Independence

Correct Answer: BC

QUESTION 2

A customer calls you in a frantic state. The customer has a big presentation in an hour and cannot get the presentation to print. You ask questions about the problem, but the customer keeps talking about what will happen to her if she does not have the presentation ready. Which two actions should you take to get the customer's attention? (Choose two.)

- A. Empathise with the customer
- B. Regularly use the customer's first name
- C. Tell the customer to "snap out of it"
- D. Raise your voice when asking questions

Correct Answer: AB

QUESTION 3

What are three obstructions to active listening? (Choose three.)

- A. Prior knowledge
- B. Positive reinforcement
- C. Emotional carry-over
- D. Situational constraints

Correct Answer: ACD

QUESTION 4

Which three network outages should be assigned a high priority? (Choose three.)

- A. Customers report that they cannot receive credit card payments due to network connectivity loss

- B. Fifteen database developers have no network connectivity in their area of the building or floor
- C. A staff administrator reports the loss of Internet, mainframe, and e-mail access at his workstation within the last two hours
- D. One Ethernet segment is down with little to no data transmitting, and it is affecting a local marketing centre

Correct Answer: ABD

QUESTION 5

A customer calls and tells you that their problem is critical (high severity), however it is apparent to you that the problem is a low severity. What is the best way to handle the situation?

- A. Reset the customer expectation for low severity problems
- B. Refer the customer to the service level agreement (SLA)
- C. Assess the technical and business issues and negotiate until you and the customer agree
- D. Record the problem as a low severity

Correct Answer: C

QUESTION 6

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 7

You are working as a help desk analyst and receive a call from the network administrator informing you that a server is down. Which action should you perform first?

- A. Inform the other help desk analysts
- B. Troubleshoot the problem yourself
- C. Call all customers that use the server
- D. Wait for customers to call the help desk

Correct Answer: A

QUESTION 8

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 9

A customer calls with a printing problem. You start the troubleshooting process by asking some simple questions. The customer admits that this is his first time using a computer Which three questions should be used to obtain necessary information to solve the problem? (Choose three.)

- A. Ask the customer if a start button or disk icon appears on the screen
- B. Ask the customer if he is the only one who can print to this printer
- C. Ask the customer if he has experienced any problems recently with any other applications
- D. Guide the customer through checking the printer connection and making sure the power is turned on

Correct Answer: BCD

QUESTION 10

What is a key benefit of a knowledge-base system?

- A. Requires lower maintenance
- B. Saves time and money
- C. Decreases network traffic
- D. Increases call volume

Correct Answer: B

QUESTION 11

Which three policies assist analysts with managing their time? (Choose three.)

- A. Shift start and end times
- B. Resolved tickets per day
- C. Scheduled break times
- D. Average talk time expectations

Correct Answer: ACD

QUESTION 12

Which three customer resources, if accessible on a company intranet, directly decrease call volume? (Choose three.)

- A. Corporate home pages
- B. Frequently asked questions (FAQs)
- C. Work/problem ticket request pages
- D. Knowledge databases

Correct Answer: BCD

QUESTION 13

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

QUESTION 14

What is the primary purpose of an on-going (event) survey?

- A. Evaluate customer satisfaction with products, services, and personnel
- B. Determine employee bonuses
- C. Measure individual analyst performance
- D. Trend customer satisfaction between annual surveys

Correct Answer: D

QUESTION 15

Which statement about successful team players is true?

- A. They desire continued acceptance by the group
- B. They impose ideas and values on others
- C. They encourage member input in decisions
- D. They change attitudes to conform to group standards

Correct Answer: C

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