

HD0-200^{Q&As}

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QUESTION 1

What is the most effective method for ticket monitoring? (Choose 1)

- A. Live service observations.
- B. Service Level Agreements.
- C. Monthly Change reports.
- D. Follow up calls or surveys.

Correct Answer:

QUESTION 2

Which situation is typically addressed by a system administrator? (Choose 1)

- A. Network outages.
- B. Quality monitoring corruption.
- C. Poor database performance.
- D. Restoration of system backup files.

Correct Answer: D

QUESTION 3

What is a common method used to analyse measurements? (Choose 1)

- A. Root cause analysis.
- B. Current state assessment.
- C. Service level agreements.
- D. Trend analysis.

Correct Answer: D

QUESTION 4

What is used to set customer expectations? (Choose 1)

- A. Root cause processes.
- B. Work flow procedures.

- C. Service level agreements.
- D. Standard operating procedures.

Correct Answer: C

QUESTION 5

What are two purposes of an on-going (event) survey? (Choose two)

- A. To measure the quality of a single interaction.
- B. To trend levels of customer satisfaction between annual (periodic) surveys.
- C. To assess satisfaction levels with all help desk services.
- D. To evaluate overall satisfaction levels with products.

Correct Answer: AB

QUESTION 6

Which are two characteristics of active listeners? (Choose two)

- A. They restate/paraphrase to ensure understanding.
- B. They know the process for escalating a problem.
- C. They acknowledge the customer.
- D. They understand that evidence and reasoning are critical.

Correct Answer: AC

QUESTION 7

A help desk analyst is on the phone with a customer and does not know the solution for the problem. What is the best technique for them to use to disengage from the call? (Choose 1)

- A. Allow me to check this further, I will call you at 10:00 with an update.
- B. I have the information. I will get back to you as soon as possible.
- C. Permit me to check with some other members of my team, I will get back to you as soon as I review this with them.
- D. Let me research this, I will call you back as soon as I have a resolution.

Correct Answer: A

QUESTION 8

Which two are techniques for communicating cross culturally? (Choose two)

- A. Speak carefully and loudly.
- B. Ask lots of questions to check your understanding, even if it means interrupting them.
- C. Slow the pace at which you speak.
- D. Tell the customer you are having some difficulty in understanding them.

Correct Answer: CD

QUESTION 9

What are three advantages of performing system backups? (Choose three)

- A. It protects the integrity of data.
- B. It saves time for the organisation.
- C. It assists the organisation recover following a disaster.
- D. It protects the integrity of files.
- E. It provides ease of access to systems.

Correct Answer: ACD

QUESTION 10

Which are two characteristics of active listeners? (Choose two)

- A. They listen for, and recognise, emotion words.
- B. They demonstrate sympathy.
- C. They use the customer's name.
- D. They avoid using verbal attends.

Correct Answer: AC

QUESTION 11

Which is the best example of a problem statement? (Choose 1)

- A. The application is not meeting customer expectations. They are writing to the IT manager to complain.
- B. During product installation the following DLL modules were not found: AWFYAB32.DLL, CRPT32.DLL, OLE32.DLL.

- C. An application failed with a 999 error message and blue screen. The database appears to be corrupted and there is no backup.
- D. A customer attempted to print from the reporting module and had a printer error. The customer is not very knowledgeable about the application.

Correct Answer: B

QUESTION 12

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

QUESTION 13

What are three characteristics of effective leaders? (Choose three)

- A. They practice and encourage fairness.
- B. They delegate responsibility effectively.
- C. They closely monitor the team.
- D. They are able to execute plans.

Correct Answer: ABD

QUESTION 14

What is unstructured information gathering? (Choose 1)

- A. Not using acronyms and speaking at the customer's level.
- B. Asking questions in a free-form manner.
- C. Identifying what happened vs. what was expected.
- D. Using open questions to get customers to talk.

Correct Answer: B

QUESTION 15

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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