



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

Help Desk Analyst (HDA)

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### QUESTION 1

Why are customer satisfaction surveys important?

- A. They determine the percentage of first call resolution (FCR)
- B. They reveal how the help desk is perceived by the customer
- C. They reveal what abandon rate is acceptable
- D. They determine what level of support the customer is receiving

Correct Answer: B

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### QUESTION 2

In what three ways can you convey to the customer a desire and ability to help? (Choose three.)

- A. Be confident
- B. Be enthusiastic, but natural
- C. Be efficient
- D. Be talkative
- E. Be agreeable to all customer opinions

Correct Answer: ABC

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### QUESTION 3

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

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### QUESTION 4

For which three reasons do companies implement security policies? (Choose three.)



- A. Corporate responsibility
- B. Loss prevention
- C. Legal mandate
- D. Lower costs

Correct Answer: ABC

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#### QUESTION 5

What is a key benefit of using a web site for reference?

- A. It provides searchable topic fields
- B. It provides private access
- C. It is computer-based
- D. It is printable

Correct Answer: A

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