



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

Help Desk Analyst (HDA)

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#### QUESTION 1

Which three are benefits of a call management system? (Choose three.)

- A. The analyst is able to view the customers contact information
- B. The analyst is able to view the customers call history
- C. The analyst is able to view the customers password information
- D. The analyst is able to log the customers problem

Correct Answer: ABD

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#### QUESTION 2

What are peripheral devices?

- A. Devices that are connected to the computer, but are external in relationship to the processing unit
- B. Devices that are connected to the computer and become the processing unit
- C. Devices that are connected to the computer, but are neither internal nor external to the processing unit
- D. Devices that are connected to the computer and are internal in relationship to the processing unit

Correct Answer: A

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#### QUESTION 3

Which two are the primary purpose of an annual (periodic) survey? (Choose two.)

- A. Identify changes to products, services and processes
- B. Determine management bonuses
- C. Measure performance of individual analysts at the help desk
- D. Evaluate customer satisfaction with products, services, and personnel

Correct Answer: AD

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#### QUESTION 4

A customer calls the support centre and describes a problem. The analyst is not certain what the problem is. What is the appropriate strategy for eliciting the information a second time?

- A. Transfer the call to a more experienced analyst



- B. Begin troubleshooting
- C. Repeat back to the customer what you thought you heard
- D. Ask the customer to repeat the problem back to you

Correct Answer: C

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#### QUESTION 5

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

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