



HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

Which two are effective techniques for dealing with stress? (Choose two.)

- A. Set realistic goals/objectives
- B. Use high energy drinks, e.g., coffee, caffeine drinks to keep energy levels up
- C. Exercise and observe good nutrition practices
- D. Take long breaks

Correct Answer: AC

QUESTION 2

Which statement about service level agreements (SLAs) is true?

- A. SLAs are used to document service provider expectations only
- B. SLAs are used to document customer and service provider expectations
- C. SLAs are used to document customer expectations only
- D. SLAs are not used to document customer or service provider expectations

Correct Answer: B

QUESTION 3

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 4

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

QUESTION 5

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

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