



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

Help Desk Analyst (HDA)

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#### QUESTION 1

Which two are characteristics of an organisation with good inter-departmental relationships? (Choose two.)

- A. Low employee turnover
- B. Low superior-to-subordinate interaction
- C. Low turnover rate between organisations
- D. High employee morale

Correct Answer: AD

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#### QUESTION 2

Which topologies are used to provide interconnectivity between networks?

- A. RS-232, Analogue, and Voice
- B. T-1s, ISDN, and Mainframe
- C. Ethernet, Fibre Optic, and Token Ring
- D. TCP/IP, UNIX, and IPX/SPX

Correct Answer: C

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#### QUESTION 3

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

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

Correct Answer: BD

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#### QUESTION 4

A customer calls with a critical problem for a product that is no longer supported by the help desk. What do you do? (Choose two.)

- A. Determine what the real need is



- B. Develop alternatives
- C. Inform the customer that the product is not supported
- D. Apologise for not being able to assist the customer

Correct Answer: AB

### QUESTION 5

Click the Task button. Place each style next to its attribute. For instructions on how to answer a Drag and Drop question, click the Help button.

Select and Place:

Place each style next to its attribute.

Style	Attribute
(place here)	likes to use intuition to make decisions
(place here)	likes to build relationships
(place here)	likes to see immediate results
(place here)	likes to use facts and data

Analytical   Assertive   Expressive   Friendly

Correct Answer:

Place each style next to its attribute.

Style	Attribute
Expressive	likes to use intuition to make decisions
Friendly	likes to build relationships
Assertive	likes to see immediate results
Analytical	likes to use facts and data



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