



HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

In which four circumstances is it appropriate to use open questions? (Choose three.)

- A. When you have exhausted your possibilities
- B. When your time is limited
- C. When you need to build rapport
- D. When you need the customer to elaborate

Correct Answer: ACD

QUESTION 2

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

QUESTION 3

What is the primary role of support service?

- A. To provide technical resolutions
- B. To track problems and bugs
- C. To provide the customer with a knowledge-base
- D. To provide quality assistance

Correct Answer: D

QUESTION 4

An aggressive customer calls the help desk and demands an immediate resolution to a problem. Which three approaches should the creative analyst use to successfully manage the call? (Choose three.)

- A. Slow the pace



- B. Focus on the facts
- C. Project confidence
- D. Stay on target
- E. Be less time-disciplined

Correct Answer: BCD

QUESTION 5

Which three customer resources, if accessible on a company intranet, directly decrease call volume? (Choose three.)

- A. Corporate home pages
- B. Work/problem ticket request pages
- C. Frequently asked questions (FAQs)
- D. Knowledge databases

Correct Answer: BCD

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