HD0-100^{Q&As}

Help Desk Analyst (HDA)

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QUESTION 1

You are having a trouble understanding a customer with a strong accent. The first thing you should do is ?

A. Find someone else who can understand the customer better

B. Inform the customer that you cannot understand them and there is nothing you can do to help them

C. Ask the customer is there is someone else in theirorganisation for you to talk to

D. Tell the customer you are having difficulty understanding them

Correct Answer: D

QUESTION 2

You are new to the help desk and are asked a question you cannot answer. Which two actions should you take? (Choose two.)

A. Suggest that the customer ask a peer

B. Ask a peer

C. Escalate the problem

D. Use reference documentation

Correct Answer: BD

QUESTION 3

Which two techniques are important for keeping a customer focused? (Choose two.)

A. Self-help systems

B. Paraphrasing

C. Open questions

D. Closed questions

Correct Answer: BD

QUESTION 4

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

A. Be confident

B. Be agreeable to all customer opinions

C. Be talkative

D. Be efficient

E. Be enthusiastic, but natural

Correct Answer: ADE

QUESTION 5

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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