



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

What is the primary role of support service?

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

Correct Answer: C

QUESTION 3

In what three ways can you convey to the 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 4

Which metric indicates how often a customer may need a follow-up call to achieve resolution?

- A. First call resolution rate



- B. Call return rate
- C. Abandon rate
- D. Capture rate

Correct Answer: A

QUESTION 5

Which two actions reflect a supportive help desk environment? (Choose two.)

- A. Analysts attend Help Desk meetings
- B. Analysts work through lunch
- C. Analysts take part in the decision-making process
- D. Analysts work with specific customer issues

Correct Answer: AC

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